

Appendix U

*Consumer Relations Office
Outreach Summaries*

Consumer Relations Office Outreach Summary

January 2003

General Outreach

Month/Date	Outreach Description/Location	City	Number of Participants
January 13	Deaf/HH Event	St. Paul	52
January 14	Presentation-Holiday Inn Hotel & Suite	Duluth	24
January 16	Minnesota Employment Center	St. Paul	13
January 16	Deaf/HH Event	Cottage Grove	4
January 18	Deaf/HH Event	St. Paul	138
January 20	Deaf/HH Event	St. Paul	48
January 21	Deaf/HH Event	Coon Rapids	6
January 23	Minnesota Employment Center	St. Paul	14
January 24	Exhibition-Government DD Council	St. Paul	39
January 25	Deaf/HH Event	Wyoming	12
January 27	Deaf/HH Event	St. Paul	38
January 28	Deaf Event	St. Paul	75
January 30	Deaf/HH Event	Inver Grove Heights	24
Total Presentations:			13
Total Participants:			487

Speech-to-Speech

Date	Location	City	Number of Participants
January 6	Disabilities Viewpoints/CTV	Roseville	15
January 8	Family Services of Rochester	Rochester	34
January 8	Rochester Public Library	Rochester	2
January 8	PossAbilities of Southwestern MN, Inc.	Rochester	2
January 8	Ability Enterprises	Rochester	3
January 8	Mains'l Services Wilshire Home	Rochester	1
January 8	Mains'l Services 9th Avenue Home	Rochester	1
January 8	Alpha Services of Rochester	Rochester	2
January 9	Minneapolis Public Housing Association	Minneapolis	45
January 9	St. Paul Public Housing-Laurel Avenue	St. Paul	32
January 13	Minneapolis Public Housing Association	Minneapolis	15
January 13	St. Paul Public Housing	St. Paul	22
January 14	Walker Senior Highrise	Edina	2
January 14	Comfort Care Systems	Minneapolis	1
January 14	Best Health Care	Minneapolis	1
January 15	Health Partners Clinic	Minneapolis	2
January 15	Iris Park Commons Assisted Living	St. Paul	2
January 15	Minnesota Senior Federation	St. Paul	4
January 16	Options, Inc.	Big Lake	2
January 16	DCI-Powell	Big Lake	1
January 16	Big Lake Branch Library	Big Lake	1
January 16	Elk River Branch Library	Elk River	3
January 16	Anoka Hennepin Technical College Student Services	Anoka	2
January 17	Functional Industries	Buffalo	3
January 17	DCI-Douglas	Buffalo	1
January 17	Buffalo Public Library	Buffalo	1
January 21	Alterra Clare Bridge & Sterling House	West St. Paul	2
January 21	YMCA	West St. Paul	4
January 21	Walker Senior Highrise	West St. Paul	2
January 21	Southview Acres Health Care Center	West St. Paul	2
January 21	Weiner Memorial Medical Center Hearing and Speech Center	Marshall	2
January 21	Johnson Park Place	Redwood Falls	18

January 21	Lyon County Developmental Achievement Center	Marshall	3
January 21	Developmental Services Marshall Semi-Independent Living	Marshall	1
January 21	Marshall/Lyon County Library	Marshall	2
January 21	Boulder Estates Assisted Living	Marshall	1
January 21	Lyon County Retirement Home	Marshall	1
January 21	Patricia Court Assisted Living	Marshall	2
January 21	Minnesota Workforce Center - Marshall	Marshall	4
January 21	Lincoln/Lyon/Murray/Pipestone Public Health Services	Marshall	6
January 21	Patricia L. Duffy Apartments	Marshall	6
January 21	Project Turnabout Halfway House	Marshall	1
January 21	REM Southwest Services Semi-Independent Living	Marshall	4
January 21	Weiner Memorial Medical Center Home Care	Marshall	2
January 21	Lincoln/Lyon/Murray Human Services	Marshall	3
January 22	Southwest State University Disabled Student Services	Marshall	1
January 22	Southwest Center for Independent Living	Marshall	3
January 22	Habilitative Services, Inc.	Marshall	3
January 22	American Red Cross of Lyon County	Marshall	1
January 22	Granite Falls Municipal Hospital	Granite Falls	2
January 22	Granite Falls Public Library	Granite Falls	1
January 22	REM Southwest Services Riverside	Granite Falls	1
January 23	Elliot Adult Care Center	Minneapolis	2
January 23	Minneapolis Public Housing Association	Minneapolis	52
January 23	Methodist Hospital Patient Representative & Call Board	St. Louis Park	4
January 23	7500 York Cooperative Senior Living	Edina	2
January 24	Governor's Council on Disabilities Conference	St. Paul	50
January 28	One-on-One	St. Paul	2
January 28	Heritage Senior Housing	St. Paul	3
January 28	Rosewood Estates Assisted Living	St. Paul	2
January 28	Oak Meadows	Oakdale	3
January 28	One on One Outreach	Fridley	1
January 30	Good Will EasterSeals	St. Paul	3
January 30	Lynhurst Health Care Center	St. Paul	4
January 30	Episcopal Church Home	St. Paul	2
January 30	Meridian Services of Stearns County	St. Cloud	3
January 30	Catholic Charities Waivered Services	St. Cloud	5
January 30	Great River Regional Library	St. Cloud	1
January 30	First Call for Help of St. Cloud	St. Cloud	2
January 30	United Way of Central MN	St. Cloud	3
Total Presentations:			70
Total Participants:			422

Consumer Relations Office Outreach Summary

February 2003

General Outreach

Month/Date	Location	City	Number of Participants
February 3	6 Presentations - University of Minnesota	St. Paul	175
February 4	5 Presentations - University of Minnesota	St. Paul	145
February 6	Presentation - Chaska High School	Chaska	22
February 7	2 Presentations - Wayzata Highschool	Wayzata	56
February 8	Hard-of-Hearing Event - Aloha	Minneapolis	18
February 10	D/HH Event	St. Paul	48
February 12	D/HH Event	Inver Grove Heights	35
February 13	2 Presentations - Park Highschool	Cottage Grove	46
February 15	Deaf/Blind Event	Minneapolis	7
February 17	D/HH Event	St. Paul	52
February 18	D/HH Event	Coon Rapids	15
February 20	D/HH Event	St. Cloud	28
February 24	D/HH Event	St. Paul	49
February 26	D/HH Event	IGH	11
Total Presentations:			25
Total Participants:			707

Speech-to-Speech

Month/Date	Location	City	Number of Participants
February 4	Country Villa Assisted Living	Minneapolis	9
February 4	One-on-One	Minneapolis	1
February 6	Minneapolis Public Housing	Minneapolis	22
February 6	Minneapolis Public Housing	Minneapolis	21
February 6	Fairview NE Clinic	Minneapolis	2
February 7	Rosewood Estates	Roseville	3
February 7	Lakewood Healthcare	Roseville	4
February 7	Parkinson's Support Group	Roseville	36
February 11	Minneapolis Public Housing	Minneapolis	12
February 11	Seward Towers East	Minneapolis	4
February 11	Seward Towers West	Minneapolis	3
February 12	Minneapolis Public Housing	Minneapolis	3
February 12	Franklin Ave. Saftey Center	Minneapolis	5
February 12	Anishinabe Wkiagun Rehab Center	Minneapolis	3
February 12	Catholic Charities SE	Minneapolis	2
February 18	Minnesota Veteran's Home	Hastings	5
February 20	Axis Health Care	Minneapolis	12
February 20	Holmes-Greenway Housing for the Handicapped	Minneapolis	1
February 26	Goodwill Easter Seals managers	St. Paul	22
February 26	One-on-One	Shorview	3
February 26	One-on-One	Shorview	2
February 27	Trevilla of Golden Valley	Golden Valley	2
February 27	Four Seasons	Crystal	1
February 13	Ability Building Center	Rochester	40
February 14	ProAct, Inc.	Zumbrota	3
February 14	Zumbrota Public Library	Zumbrota	1
February 14	Cannon Falls Public Library	Cannon Falls	1
February 14	Van Horn Public Library	Pine Island	1
February 18	South Washington County Television	Cottage Grove	5
February 20	Cambridge Public Library	Cambridge	3
February 20	Rum River Ornamental Products and Services	Isanti	3
February 20	Minnesota Extended Treatment Options	Cambridge	2

February 20	Industries, Inc.	Cambridge	1
February 20	Care Force Homes, Inc.	Cambridge	1
February 20	River Hills Senior Living	Cambridge	1
February 20	Cambridge Community College Student Support Services	Cambridge	2
February 20	Rum River Special Education Cooperative	Cambridge	2
February 21	Mora Public Library	Mora	2
February 21	Industries, Inc.	Mora	3
February 21	Brighter Day Residence, Inc.	Mora	1
February 21	Volunteers Of America, Kanabec	Mora	1
February 25	Champlin Branch Library	Champlin	2
February 25	Princeton Area Library	Princeton	1
February 25	Milaca Community Library	Milaca	1
February 25	Mille Lacs County Area Developmental Achievement Center	Princeton	2
February 25	Mille Lacs County Area Developmental Achievement Center-Milaca	Milaca	2
February 25	Volunteers Of America	Princeton	1
February 25	New Options Home	Princeton	2
February 25	Care Force Homes, Inc.	Milaca	1
February 25	Elim Oasis Adult Day Health Care	Princeton	10
February 27	Rice County Activity Center	Faribault	3
February 27	Unity House, Inc.	Faribault	2
February 27	ESI Supported Living Services	Faribault	1
February 27	Buckham Memorial Library	Faribault	3
February 27	United Way of Faribault	Faribault	1
Total Presentations:			55
Total Participants:			283

Consumer Relations Office Outreach Summary

March 2003

General Outreach

Month/Date	Location	City	Number of Participants
March 3	Deaf/HH Event	St. Paul	45
March 4	Deaf/HH Event	St. Paul	125
March 5	D/HH Services	St. Cloud	3
March 8	Hard of Hearing Event	Minneapolis	16
March 8	Deaf/HH Event	St. Paul	35
March 10	Deaf/HH Event	St. Paul	41
March 11	Deaf/HH Event	St. Paul	75
March 12	Deaf/HH Event	Inver Grove Heights	6
March 14	Hard of Hearing Event	Roseville	35
March 15	Hard of Hearing Event	Golden Valley	28
March 15	DeafBlind Event	Minneapolis	7
March 16	Hearing Parents of Deaf/HH Children Event	Roseville	24
March 17	Deaf/HH Event	St. Paul	44
March 18	Qwest Advisory Committee	Minneapolis	11
March 19	Deaf/HH Event	Faribault	6
March 19	Deaf/HH Event	Inver Grove Heights	5
March 20	Metro Advisory Committee	St. Paul	18
March 20	Deaf/HH Event	Duluth	47
March 22	Deaf Event	Little Canada	53
March 24	Exhibition-MTA	Minneapolis	85
March 24	Deaf/HH Event	St. Paul	37
March 25	Exhibition-MTA	Minneapolis	95
March 27	Exhibition-Deaf Awareness	Brainerd	505
March 28	Exhibition-Deaf Awareness	Brainerd	500
March 29	Exhibition-D/HH Springfest	Eveleth	105
March 31	Deaf/HH Event	St. Paul	39
Total Presentations:			26
Total Participants:			1990

Speech-to-Speech

Month/Date	Location	City	Number of Participants
March 4	Camden Physicians Ltd.	Camden	3
March 4	Minneapolis Public Housing	Minneapolis	4
March 4	North Park Plaza Senior Apartments	New Hope	3
March 4	Camden Care Center	Camden	4
March 4	Minneapolis Public Housing	Minneapolis	30
March 5	CommonBond Communitirtes	New Hope	1
March 5	Minneapolis Public Housing	Minneapolis	12
March 5	Bethany Covenant Village	Minneapolis	4
March 5	Opportunity Services, Inc.	Red Wing	1
March 5	ProAct, Inc.	Red Wing	2
March 5	Lutheran Social Services	Red Wing	2
March 5	Red Wing Public Library	Red Wing	2
March 11	Carnegie Library	Little Falls	3
March 11	Morrison County Supported Living Services	Little Falls	1
March 11	Employment Enterprises, Inc.	Little Falls	3
March 11	Morrison County In-Home Support	Little Falls	2
March 11	Morrison County United Way	Little Falls	1
March 12	Minneapolis Public Housing	Minneapolis	27
March 13	CommonBond Communitirtes Residence Council	New Hope	15
March 13	Minneapolis Public Housing	Minneapolis	9
March 13	No. Memorial Health Care Center	Robbinsdale	2

March 13	Merwin Home Medical	Robbinsdale	6
March 13	Anoka/Hennepin District Services	Anoka	14
March 18	Minneapolis Public Housing	Minneapolis	8
March 18	Augustana Senior Living	Minneapolis	2
March 18	City of Minneapolis Police Dept.emergency Communications & Technology Bureau	Minneapolis	144
March 18	University Childrens Clinic	Minneapolis	2
March 18	2100 Bloomington Accessible Apartments	Minneapolis	2
March 19	Mankato Rehabilitation Center, Inc. - Center	Mankato	4
March 19	Mankato Rehabilitation Center, Inc. - Highland	Mankato	5
March 19	Mankato Rehabilitation Center, Inc. - Front	Mankato	2
March 19	Progressive Living	Mankato	1
March 19	Southern MN Independent Living Enterprises and Services (SMILES)	Mankato	2
March 19	Amber House, Inc.	Mankato	1
March 19	Christian Care, Inc.- Blue Earth	Mankato	2
March 20	One-on-One Presentation	New Hope	1
March 20	One-on-One Presentation	New Hope	1
March 20	One-on-One Presentation	New Hope	1
March 20	One-on-One Presentation	New Hope	1
March 20	Blue Earth County Library	Mankato	3
March 20	Minnesota State University Office of Disability Services	Mankato	6
March 20	American Red Cross - South Central MN Chapter	Mankato	5
March 20	Mankato Area Lutheran Social Services	Mankato	2
March 24	Commonbond Communities	Hasitings	2
March 24	Commonbond Communities	Hasitings	2
March 26	One-on-One Presentation	Minneapolis	1
March 26	One-on-One Presentation	Minneapolis	2
March 26	Smiley's University Clinic	Minneapolis	2
March 26	Roots and Wings, Inc.	Northfield	2
March 26	Laura Baker Supported Living Services	Northfield	3
March 26	Northfield Public Library	Northfield	2
March 26	Carleton College Office of Disability Services	Northfield	2
March 26	St. Olaf College Office of Disability Services	Northfield	1
March 27	Commonbond Communities	St. Paul	2
March 27	Commonbond Communities	St. Paul	2
March 27	Commonbond Communities	West St. Paul	2
Total Presentations:			56
Total Participants:			371

Consumer Relations Office Outreach Summary

April 2003

General Outreach

Month/Date	Location	City	Number of Participants
April 2	Cochlear Implant Event	Minneapolis	23
April 3	D/HH Schools	Woodbury	14
April 3	D/HH Event	Minneapolis	28
April 7	D/HH Event	St. Paul	20
April 14	D/HH Event	St. Paul	42
April 16	D/HH Event	St. Cloud	13
April 17	D/HH Event	Duluth	34
April 19	D/HH Event	Minneapolis	11
April 20	Deaf Event	Mounds View	21
April 21	D/HH Event	St. Paul	44
April 23	Three Presentations - High Schools	Woodbury	60
April 25	Exhibition-MN D/HH Resource Conf.	Deerwood	40
April 26	Deaf Event	St. Cloud	27
April 28	D/HH Event	St. Paul	19
April 30	D/HH Event	Inver Grove Heights	9
Total Presentations:			17
Total Participants:			405

Speech-to-Speech

Month/Date	Location	City	Number of Participants
April 2	Adult Training and Habilitation Center	Hutchinson	5
April 2	ProWorks Annex	Litchfield	3
April 2	REM Southcentral Services	Hutchinson	2
April 2	Aveyron Homes, Inc.	Hutchinson	2
April 2	Meeker County Community Homes, Inc	Litchfield	8
April 2	Litchfield Public Library	Litchfield	2
April 2	Hutchinson Public Library	Hutchinson	3
April 2	Hutchinson Area United Way	Hutchinson	2
April 3	West Central Industries, Inc	Willmar	3
April 3	Crossroads	Willmar	6
April 3	Lutheran Social Services of MN	Willmar	1
April 3	REM Southcentral Services - Kandiyohi	Willmar	2
April 3	New Hope Supported Living Services	Willmar	2
April 3	Willmar Public Library	Willmar	1
April 9	Telephone Equipment Distribution Program	St. Paul	20
April 10	Minneapolis Public Housing	Minneapolis	12
April 11	Teachers of Physically Impaired	Minneapolis	18
April 18	Alexandria Opportunities Center	Alexandria	1
April 18	Douglas County Developmental Achievement Center	Alexandria	2
April 18	New Beginnings of Alexandria	Alexandria	1
April 18	Douglas County Library	Alexandria	2
April 18	Alexandria Technical College	Alexandria	1
April 18	District 206-Special Education	Alexandria	2
April 18	Heart of Lakes United Way	Alexandria	1
April 18	American Red Cross-Douglas County Chapter	Alexandria	3
April 18	Vikingland Community Support Program	Alexandria	1
April 18	Douglas County Housing and Redevelopment Authority	Alexandria	3
April 18	KSAX/KRWF Television	Alexandria	3
April 22	Pinewood Day Habilitation	Cloquet	3
April 22	Pine Ridge Homes, Inc.	Cloquet	2
April 22	Cloquet Public Library	Cloquet	1

April 22	United Way of Carleton County	Cloquet	1
April 23	Woodbury Police Department	Woodbury	4
April 23	Washington County Workforce Center	Woodbury	2
April 23	Washington County Administrative Dept.	Woodbury	2
April 23	"Voxpop" Cable TV Show	Hibbing	1
April 23	Hibbing Public Library	Hibbing	2
April 23	Homes, Inc.	Hibbing	1
April 24	A+ Home Care, Inc.	Bloomington	2
April 24	Meadow Woods Assisted Living	Bloomington	2
April 24	Martin Luther Manor Health Care Center	Bloomington	2
April 24	Aspen Medical Services	Bloomington	2
April 29	Health East Care Systems	Cottage Grove	2
April 29	Allina Medical Clinic	Cottage Grove	2
April 29	Washington County Workforce Center	Cottage Grove	2
April 29	Police & City Admin. Newport	New Port	2
April 29	Regina Medical Clinic	Cottage Grove	2
April 30	Common Bond Community Admin.	St. Paul	2
Total Presentations:			48
Total Participants:			151

Consumer Relations Office Outreach Summary

May 2003

General Outreach

Month/Date	Location	City	Number of Participants
May 1	High School Presentation	St. Paul	24
May 2	Presentation-Adv. Comm. Mem.	Duluth	33
May 4	Deaf Event	Maplewood	18
May 5	D/HH Event	St. Paul	20
May 5	D/HH Event	Little Canada	56
May 7	D/HH Event	St. Cloud	12
May 9	Customer Contact	Vadnais Heights	1
May 10	Hard of hearing Event	Minneapolis	18
May 12	High School Presentation	White Bear Lake	28
May 12	D/HH Event	St. Paul	20
May 14	Deaf Event	St. Paul	65
May 16	Hard of hearing Event	Shorewood	26
May 17	Hard of hearing Event	Golden Valley	19
May 19	D/HH Event	St. Paul	18
May 23	High School Presentation	St. Paul	32
May 24	Hard of Hearing Event	St. Paul	9
May 29	D/HH Event	Duluth	53
Total Presentations:			17
Total Participants:			452

Speech-to-Speech

Month/Date	Location	City	Number of Participants
May 1	St. Paul Police Department	Highland Park	44
May 1	Common Bond Communities Managers	St. Paul	18
May 1	Cedar Valley Services Top Flight Program	Austin	2
May 1	Parenting and Resource Center	Austin	2
May 1	REM Woodvale, Inc - Mower County	Austin	13
May 1	Cenneidigh, Inc. - Mower County	Austin	1
May 1	Independent Waivered Services	Austin	1
May 1	Summit Ridge Services	Austin	1
May 1	Breckenridge Services	Austin	2
May 1	Austin Public Library	Austin	2
May 1	United Way of Mower County	Austin	2
May 1	American Red Cross - Mower County Chapter	Austin	2
May 1	Riverland Community College - Austin Campus	Austin	1
May 7	Jordan Medical Clinic	Jordan	2
May 7	Jordan City Admin & Police Department	Jordan	4
May 7	Shule House Senior Living	Jordan	1
May 7	Valley View Assisted Living	Jordan	4
May 7	Rosemont City Admin. & Police Department	Rosemount	2
May 7	Rosemont Plaza Senior Living	Rosemount	1
May 7	Cedar Valley Services - Meyers Road	Albert Lea	3
May 7	Cedar Valley Services - Alpha Program	Albert Lea	3
May 7	Albert Lea Public Library	Albert Lea	3
May 7	United Way of Freeborn County	Albert Lea	2

May 7	American Red Cross - Freeborn County Chapter	Albert Lea	2
May 7	Riverland Community College - Albert Lea Campus	Albert Lea	1
May 7	Lutheran Social Service of MN	Albert Lea	3
May 8	Cedar Valley Services - ABL Program	Owatonna	3
May 8	Rainbow Residence, Inc.	Owatonna	3
May 8	REM Woodvale - Steele County Supported Living Services	Owatonna	11
May 8	Owatonna Public Library	Owatonna	3
May 9	Stevens Square Senior Living	Minneapolis	4
May 9	Fairview Home & Hospice Care	Minneapolis	2
May 9	Lutheran Social Services	Minneapolis	2
May 9	Memorial Blood Center	Minneapolis	4
May 9	Division of Indian Work	Minneapolis	2
May 14	Traumatic Brain Injury (TBI)	Richfield	23
May 14	Careview Home Care Inc	Richfield	2
May 14	Minnesota Physicians	St. Paul	2
May 14	Moose Lake Public Library	Moose Lake	2
May 14	West Duluth Public Library	Duluth	2
May 14	Innovative Living	Proctor	1
May 15	Data Ability Program w/ Courage Center	Golden Valley	32
May 15	Concordia Care Center	Minneapolis	4
May 15	Whittier Care Center	Minneapolis	4
May 15	Pine Habilitation and Supported Employment	Sandstone	3
May 15	Pine County Supported Living Service	Sandstone	1
May 15	Sandstone Public Library	Sandstone	1
May 15	Hinckley Public Library	Hinckley	1
May 15	Pine City Public Library	Pine City	3
May 15	Pine Technical College Office of Disability Services	Pine City	3
May 21	LeSueur County Developmental Achievement Center	Waterville	4
May 21	Hope Residence Waivered Services	Waterville	2
May 21	New Transitions, Inc.	Waterville	1
May 21	Waterville Public Library	Waterville	1
May 21	Waseca Public Library	Waseca	1
May 21	Elm- Waseca County Supported Living Service	Waseca	1
May 23	One-on-One	East St. Paul	3
May 23	Health East	St. Paul	2
May 23	Hmong Family Physicians	St. Paul	2
May 27	MinnHealth Family Physicians	Maplewood	2
May 29	One-on-One	St. Bonifacius	2
May 29	Home Care Solutions	St. Louis Park	2
May 29	In Home Personal Care Home HLT	St. Louis Park	2
May 29	Metro Nursing Care Inc	St. Louis Park	2
May 29	Leisure Living Assisted Living	Minnetonka	2
May 29	MN Workforce Center	Shakopee	2
May 29	Shakopee Branch Library	Shakopee	3
May 29	Delphi Group Home	Shakopee	1
May 29	My Brother's Keeper Home Health	Shakopee	1
May 29	New Options Supported Employment	Shakopee	10
May 29	Carver/Scott Educational Cooperative	Shakopee	1
Total Presentations:			71
Total Participants:			287

Consumer Relations Office Outreach Summary

June 2003

General Outreach

Month/Date	Location	City	Number of Participants
June 23	Deaf/HH Event	St. Paul	20
June 26	Deaf/HH Event	St. Cloud	26
June 27 & 28	Two Exhibitions-MADC Conference	Minneapolis	175
June 29	DeafBlind Event	Minneapolis	23
June 30	Deaf/HH Event	St. Paul	20
Total Presentations:			6
Total Participants:			264

Speech-to-Speech

Month/Date	Location	City	Number of Participants
June 2	North St.Paul City Hall & Police Department	North St. Paul	2
June 2	Franklyn Park Accessible Living	North St.Paul	4
June 2	Maplewood Community Center, City Hall, Police	Maplewood	2
June 2	Maplewood Healtheast Clinic	Maplewood	2
June 2	RamseyCounty Family Service Center	Maplewood	2
June 4	Winona Public Library	Winona	2
June 4	Career Options	Winona	4
June 4	Winona County Developmental Acheivement Center	Winona	2
June 4	Grand Place	Winona	1
June 4	Shingle Creek Parkway Accessible Living	Brooklyn Center	3
June 4	Metes & Bounds Accessible Living	Minneapolis	2
June 4	Excelsior City Hall & Police	Excelsior	2
June 5	Hope Estates	Winona	3
June 5	Home and Community Options	Winona	3
June 5	Winona State University, Office of Disability Services	Winona	2
June 5	MN State College Southeast Technical	Winona	5
June 5	Saint Mary's University, Office of Disability Services	Winona	7
June 5	MN Workforce Center	Winona	4
June 5	Winona County Public Health Department	Winona	11
June 5	One-on-One	New Hope	1
June 5	One-on-One	New Hope	1
June 5	One-on-One	New Hope	1
June 11	MN State Operated Community Service Quality Enterprises	Baxter	4
June 11	JB Waivered Services	Brainerd	1
June 11	Oakridge Homes Supported Living Service	Brainerd	3
June 11	One-on-One	Coon Rapids	1
June 11	One-on-One	Mound	1
June 12	Brainerd Public Library	Brainerd	4
June 12	Crow Wing County United Way	Brainerd	11
June 12	American Red Cross - Northern Lakes Chapter	Brainerd	4
June 12	Minnesota Workforce Center	Brainerd	5
June 12	Central Lakes College, Office of Disability Services	Brainerd	3
June 12	Lakes Area Community Outreach Program	Brainerd	2
June 12	Specialty Home Med	Baxter	3
June 12	Brainerd Housing and Redevelopment Authority	Brainerd	21

June 12	Crow Wing County Health Department	Brainerd	6
June 12	Lake Elmo City Hall & Police	Lake Elmo	2
June 12	Mahtomedi City Hall & Police	Mahtomedi	2
June 12	Bayport City Hall & Police Department	Bayport	2
June 12	Croixdale Residence Senior Living	Bayport	1
June 12	Croixdale Nursing Residence	Bayport	3
June 12	Oakdale City Hall & Police	Oakdale	2
June 19	Zenith Industries	Osseo	5
June 19	Harmony House	Osseo	2
June 19	Mains'l Services, Inc	Maple Grove	4
June 20	Rise Community Integration Program	Anoka	3
June 20	Rise Community Integration Program	Coon Rapids	2
June 20	Opportunity Services Community Living Program	Coon Rapids	5
June 20	Mary T, Inc	Coon Rapids	3
June 24	Life By Design, Inc	Coon Rapids	1
June 24	Laurent Clerc Services, Inc	Coon Rapids	1
June 24	Opportunity Services Behavioral Services	Coon Rapids	7
June 25	Opportunity Partners Day Training	Blaine	6
June 25	Anoka County Achieve	Blaine	4
June 25	MN State Operated Community Services Blaine Home	Blaine	2
June 25	Seventh Place	Blaine	1
June 25	Lutheran Social Service	Blaine	2
Total Presentations:			57
Total Participants:			183

Consumer Relations Office Outreach Summary

July 2003

General Outreach

Month/Date	Location	City	Number of Participants
July 3	D/HH Event	St. Paul	20
July 9	D/HH Event	Inver Grove Heights	9
July 10	Exhibition	Minneapolis	120
July 10	D/HH Event	Minneapolis	28
July 11	D/HH Event	Minneapolis	35
July 12	Hard-of-hearing Event	Stillwater	24
July 13	D/HH Event	Elko	16
July 14	D/HH Event	St. Paul	20
July 16	D/HH Event	St. Cloud	7
July 17	Presentation	Faribault	28
July 19	D/HH Event	Finlayson	26
July 21	D/HH Event	St. Paul	24
July 22	Advisory Meeting	St. Cloud	6
July 22	D/HH Event	Coon Rapids	11
July 24	D/HH Event	Roseville	9
July 25	D/HH Event	Roseville	12
July 26	Presentation	St. Cloud	55
July 31	D/HH Event	Minneapolis	6
Total Presentations:			18
Total Participants:			456

Speech-to-Speech

Month/Date	Location	City	Number of Participants
July 2	Metrotech Industries	Fridley	21
July 2	Laurent Clerc Services, Inc.	Moundsview	4
July 2	ACR Home on Cummings	Arden Hills	1
July 3	Midwest Special Services, Inc.	Shoreview	6
July 3	Enrich, Inc.	Shoreview	1
July 3	Sister Group Home	Shoreview	3
July 8	Acceptance Communication and Relationships Home on Dawn	Shoreview	3
July 8	Lutheran Social Servies Residences	Shoreview	2
July 8	Lake Owasso Residence	Shoreview	4
July 10	Phoenix Alternatives, Inc. I	White Bear Lake	2
July 10	Phoenix Alternatives, Inc. II	White Bear Lake	7
July 10	Phoenix Alternatives, Inc. III	White Bear Lake	8
July 10	Team Concept Community Resources	White Bear Lake	1
July 10	New Directions	White Bear Lake	3
July 10	Northeast Residence	White Bear Lake	4
July 10	White Bear Lake Branch Library	White Bear Lake	3
July 16	Midwest Special Services, Inc.	Plymouth	2
July 16	Community Connections Partnership	Plymouth	2
July 16	Outreach - Plymouth West Home	Plymouth	3
July 18	Outreach - Plymouth East Home	Plymouth	1
July 18	Hammer Residence - Kentucky	Plymouth	3
July 18	Hammer Residence - McGlinch	Plymouth	3

July 22	Rise Creative Partnerships	Crystal	8
July 22	Kaposia, Inc.	Crystal	2
July 22	Progressive Habilitative Services -Hennepin	New Hope	1
July 22	Outreach - Rice Creek Home	Crystal	2
July 22	Community Integration Partnership - City Lights	Crystal	2
July 22	Rockford Road Branch Library	Crystal	4
July 24	WorkAbilities, Inc.	Golden Valley	4
July 24	Access to Employment Too, Inc.	Golden Valley	3
July 24	Mary T. Inc - Gladson	Golden Valley	2
July 24	Mary T. Inc - Sand Creek	Golden Valley	3
Total Presentations:			32
Total Participants:			118

Consumer Relations Office Outreach Summary

August 2003

General Outreach

Month/Date	Location	City	Number of Participants
August 1	Customer Contact	St. Paul	1
August 4	D/HH Event	St. Paul	21
August 6	D/HH Event	St. Cloud	24
August 10	Hard of Hearing Event	St. Paul	44
August 13	Presentation	St. Cloud	35
August 14	D/HH Event	Inver Grove Heights	8
August 19	2 Presentations	St. Cloud	43
August 20	D/HH Event	Inver Grove Heights	7
Aug 21-Sept 1	Minnesota State Fair Booth (12 days)	St. Paul	14,000
Total Presentations:			21
Total Participants:			14,183

Speech-to-Speech

Month/Date	Location	City	Number of Participants
August 5	MN State Operated Community Services - Metrotech Industries	Fridley	38
August 5	Outreach Brooklyn Center Home	Brooklyn Center	2
August 5	DCI - Lyndale	Brooklyn Center	3
August 5	Tolad, Inc.	Brooklyn Center	2
August 7	Lifeworks Services, Inc.	Brooklyn Park	2
August 7	Community Connections Partnership	Brooklyn Park	3
August 7	Supporting Enriching Empowering Connections (SEEK) Home	Brooklyn Park	5
August 7	Acceptance, Communication and Relationships (ACR) Home on Fallgold	Brooklyn Park	3
August 7	Morningstar Residence	Brooklyn Park	2
August 7	Homeward Bound, Inc.	Brooklyn Park	4
August 12	Tolad, Inc.	Brooklyn Park	1
August 12	America's Choice Nursing Service	Brooklyn Park	3
August 12	Esteem Nursing Care, inc.	Brooklyn Park	4
August 12	Open Hands, Inc.	Brooklyn Park	1
August 12	Choices by Design	Brooklyn Park	1
August 12	T and T Social Services	Brooklyn Park	1
Aug 21-Sept 1	Minnesota State Fair Booth	St. Paul	
Total Presentations:			16
Total Participants:			75

Consumer Relations Office Outreach Summary

September 2003

General Outreach

Month/Date	Location	City	Number of Participants
September 3	D/HH Event	Minneapolis	22
September 4	Presentation	St. Paul	18
September 6	D/HH Event	Duluth	75
September 8	D/HH Event	St. Paul	42
September 13	D/HH Event	Farmington	26
September 13	D/HH Event	Rosemount	18
September 14	D/HH Event	Cambridge	23
September 15	5 Presentations	St. Paul	148
September 15	D/HH Event	St. Paul	44
September 16	5 Presentations	St. Paul	147
September 18	D/HH Event	Minneapolis	14
September 18	Presentation	St. Paul	28
September 21	D/HH Event	Red Wing	8
September 22	Presentation	St. Paul	2
September 22	D/HH Event	St. Paul	44
September 23	D/HH Event	St. Paul	135
September 24	D/HH Event	Inver Grove Heights	7
September 26	D/HH Event	St. Paul	155
September 29	2 Presentations	St. Cloud	80
September 29	D/HH Event	St. Paul	46
September 30	Presentation	Cottage Grove	33
Total Presentations:			30
Total Participants:			1,115

Speech-to-Speech

Month/Date	Location	City	Number of Participants
September 4	Living Challenge I	Minneapolis	1
September 4	REM Hennepin	Minneapolis	1
September 9	St- David's Child Development and Family Services	Minnetonka	5
September 9	Families for Effective Autism Treatment (FEAT) of MN	Minnetonka	3
September 9	REM - Resa Residence	Minnetonka	2
September 9	REM - Minnetonka Residence	Minnetonka	2
September 9	Hammer Residence - Lakeside	Minnetonka	1
September 9	Hammer Residence - Tonkawood	Minnetonka	2
September 11	Chrestomathy II	Eden Prairie	6
September 11	Metro Resources Unlimited - Westwood	Eden Prairie	10
September 11	Total Living Commitment	Eden Prairie	1
September 11	Minnesota State Operated Community Services (MSOCS) - Dell Road	Eden Prairie	6
September 11	Minnesota State Operated Community Services (MSOCS) -Chatham Way	Eden Prairie	3
September 16	Partnership Resources	St. Louis Park	4
September 16	Community Connections Partnership - Gorham	St. Louis Park	6
September 16	REM - Utica	St. Louis Park	11
September 16	Companion Housing Programs, Inc.	St. Louis Park	3
September 16	Success Homes, Inc.	St. Louis Park	1
September 16	Pinnacle Services, Inc.	St. Louis Park	3
September 16	Summit House	St. Louis Park	1

September 18	Pro-Rehab	Minneapolis	1
September 24	MN Semi-Independent Living Services (SILS) Conference	St. Paul	55
September 25	Choices for Children	Hopkins	1
September 25	Capone Community Services	Hopkins	1
September 25	Hopkins Community Library	Hopkins	6
September 29	MN Teachers of Physical and Health Disability Network	Plymouth	52
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Bemidji	3
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Mount Iron	6
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Fergus Falls	7
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Mankato	15
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Rochester	10
Total Presentations:			31
Total Participants:			229

Consumer Relations Office Outreach Summary

October 2003

General Outreach

Month/Date	Location	City	Number of Participants
October 6	Presentation	Inver Grove Heights	28
October 6	D/HH Event	St. Paul	44
October 10	Presentation	St. Cloud	78
October 11	HH Event	Minneapolis	22
October 12	D/HH Event	Faribault	9
October 13	D/HH Event	St. Paul	40
October 14	Presentation	Shoreview	11
October 15	D/HH Event	Inver Grove Heights	6
October 20	D/HH Event	St. Paul	45
October 22	Presentation	Brooklyn Center	35
October 29	D/HH Event	Inver Grove Heights	5
Total Presentations:			11
Total Participants:			323

Speech-to-Speech

Month/Date	Location	City	Number of Participants
October 2	Community Individual Programs - Bloomington	Bloomington	6
October 2	Rise Creative Partnerships South	Bloomington	2
October 2	Lifeworks Bloomington	Bloomington	1
October 2	MN State Operated Community Services Solstice Vocational Services	Bloomington	1
October 2	Jec Miller Waivered Services	Bloomington	2
October 2	New Directions - Hennepin	Bloomington	3
October 8	Mary T. Albert Place	Bloomington	5
October 8	Outreach Bloomington	Bloomington	3
October 8	MN State Operated Community Services Bloomington	Bloomington	3
October 8	Gunderson Place	Bloomington	3
October 8	Oxboro Community Library	Bloomington	3
October 8	Penn Lake Community Library	Bloomington	3
October 8	Normandale Community College Office of Students with Disabilities	Bloomington	4
October 10	Meridian Services	St. Cloud	80
October 14	Training Supported Employment (TSE) Roselawn	Maplewood	6
October 14	Sur La Rue Ramsey County	Maplewood	2
October 14	Harmony Homes of MN	Maplewood	2
October 14	Rainbow House of MN	Maplewood	2
October 14	Dakota Communities, Inc. (DCI) Maryland	Maplewood	3
October 14	Dakota Communities, Inc. (DCI) Brookview	Maplewood	1
October 17	Dakota Communities, Inc. (DCI) Cope	Maplewood	3
October 17	Dakota Communities, Inc. (DCI) Larpenteur	Maplewood	2
October 17	Outcomes, Inc. Rajwood	Maplewood	4
October 17	Phoenix Residences Howard House	Maplewood	4
October 17	Phoenix Residences Furness House	Maplewood	3
October 17	Maplewood Branch Library	Maplewood	3

October 21	AmeriHealth, Inc.	Oakdale	1
October 21	Midway Home Health Care	Oakdale	1
October 21	Oak Meadows Assisted Living	Oakdale	5
October 21	Oak Terrace Assisted Living	Oakdale	1
October 21	Oakdale Physical Therapy Center	Oakdale	2
October 21	Oakdale Branch Library	Oakdale	2
October 23	The Senior Place Eastside Health Fair	Minneapolis	45
October 27	St. Cloud State University Communication Disorders Department	St. Cloud	28
Total Presentations:			34
Total Participants:			239

Consumer Relations Office Outreach Summary

November 2003

General Outreach

Month/Date	Location	City	Number of Participants
November 3	D/HH Event	St. Paul	44
November 4	Three Presentations	Coon Rapids	90
November 5	D/HH Event	St. Paul	75
November 7	D/HH Event	St. Paul	55
November 8	Hard of Hearing Event	Minneapolis	11
November 10	D/HH Event	St. Paul	42
November 11	D/HH Event	Rosemount	4
November 12	D/HH Event	Inver Grove Heights	12
November 13	D/HH Event	St. Paul	75
November 14	D/HH Event	St. Paul	17
November 15	D/HH Event	Rochester	35
November 17	D/HH Event	St. Paul	43
November 18	D/HH Event	St. Paul	65
November 19	Presentation	Minneapolis	28
November 21	Qwest Advisory Meeting	Minneapolis	9
November 21	D/HH Event	St. Paul	24
November 24	D/HH Event	St. Paul	46
Total Presentations:			19
Total Participants:			675

Speech-to-Speech

Month/Date	Location	City	Number of Participants
November 3	Access to Employment, Too/ Homes, Inc.	Golden Valley	40
November 7	Rise, Inc.	Minneapolis	7
November 7	Community Involvement Programs - Hoover	Minneapolis	4
November 7	Cooperating Community Programs Vocational Transitional Services	Minneapolis	1
November 7	Community Involvement Programs - Northeast	Minneapolis	1
November 7	AccessAbility, Inc.	Minneapolis	5
November 7	Community Involvement Programs -Hennepin Coun	Minneapolis	6
November 7	MinnPro Home Care Division	Minneapolis	3
November 12	Individual Training - Vision Loss Resources	Minneapolis	2
November 13	Healthworks Home Medical	Minneapolis	4
November 13	All HomeCaring	Minneapolis	2
November 13	Comfort Health Care	Minneapolis	1
November 13	Minnesota Independent Living Service Home Health Care Agency	Minneapolis	3
November 18	Individual Training	St. Paul	1
November 18	Individual Training	Minneapolis	1
November 18	Individual Training	West St. Paul	1
November 20	Individual Training	Minneapolis	1
November 20	Individual Training	Brooklyn Park	1
November 21	Volunteers of America Senior Services	Minneapolis	3
November 21	MN Visiting Nurse Agency	Minneapolis	6
November 21	Spectrum Community Health	Minneapolis	5
November 21	Lifetrack Resources	Minneapolis	4
November 21	Homlife Healthcare	Minneapolis	1
November 21	Family Sources Home Care	Minneapolis	1
Total Presentations:			24
Total Participants:			104

Consumer Relations Office Monthly Outreach Summary
December 2003

General Outreach

Month/Date	Location	City	Number of Participants
December 1	Deaf/HH Event	St. Paul	44
December 2	Deaf/HH Event	Minneapolis	38
December 4	Presentation	Moorhead	7
December 5	Two Presentations	St. Paul	43
December 5	Deaf/HH Event	Shoreview	36
December 6	Deaf/HH Event	Rochester	31
December 6	Deaf/HH Event	Edina	28
December 8	Deaf/HH Event	St. Paul	45
December 10	Two Presentations	St. Cloud	58
December 11	Presentation	Thief River Falls	14
December 12	Deaf/HH Event	Burnsville	35
December 15	Two Presentations	White Bear Lake	52
December 15	Deaf/HH Event	St. Paul	46
December 17	Two Presentations	Minneapolis	36
December 29	Deaf/HH Event	St. Paul	45
Total Presentations:			19
Total Participants:			558

Speech-to-Speech

Month/Date	Location	City	Number of Participants
December 04	A Plus Nursing Service	Brooklyn Park	2
December 04	Abale Health Care Services	Brooklyn Park	1
December 04	Amatak Home Health Care Agency	Brooklyn Park	2
December 04	Damselm Home Care Agency	Brooklyn Park	2
December 04	First Choice Nursing and Health Care	Brooklyn Center	1
December 09	Hannah Home, Inc.	Brooklyn Park	3
December 09	Hope Care Services, Inc.	Brooklyn Park	1
December 09	Mobson Care, Inc.	Brooklyn Park	3
December 09	National Home Healthcare Services	Brooklyn Park	1
December 11	Meritcare Services, Inc.	Brooklyn Park	1
December 11	Rise Home Health Care	Brooklyn Park	4
December 11	Special Care of Minnesota	Brooklyn Park	3
December 11	Tee Healthcare Services	Brooklyn Park	2
December 11	Victory Home Care, Inc.	Brooklyn Park	2
December 16	Victory At Home, Inc.	Brooklyn Park	1
December 16	BI Medical Equipment Distributors, Inc.	Brooklyn Park	3
December 16	Physician's Diagnostics and Rehabilitation	Brooklyn Park	6
December 18	Individual Training	Maple Grove	2
Total Presentations:			18
Total Participants:			40

Consumer Relations Office Monthly Outreach Summary
January 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
January 05	D/HH Event	St. Paul	43
January 06	D/HH Event	St. Cloud	95
January 09	Deaf Event	Andover	12
January 10	Hard of Hearing Event	Minneapolis	16
January 12	D/HH Event	St. Paul	45
January 17	D/HH Event	St. Paul	125
January 19	D/HH Event	St. Paul	44
January 21	Presentation	Moorhead	35
January 23	Presentation	St. Paul	16
January 26	D/HH Event	St. Paul	44
January 27	D/HH Event	St. Paul	10
January 28	D/HH Event	Inver Grove Heights	4
January 29	D/HH Event	St. Louis Park	19
January 31	D/HH Event	Duluth	39
Total Presentations:	14		
Total Participants:	547		

Nikki - Speech-to-Speech Outreach

Month/Date	Outreach Description/Location	City	Number of Participants
January 05	Oak Meadows Assisted Living	Oakdale	30
January 08	Anova Health Care, Inc.	Coon Rapids	1
January 08	Continual Feast Companion Care	Coon Rapids	1
January 08	Covenant Home Health Care	Coon Rapids	3
January 08	Lending Hands Home Care Service	Coon Rapids	1
January 09	The Homestead at Coon Rapids	Coon Rapids	4
January 09	Camilia Rose Care Center	Coon Rapids	5
January 09	Mary T. Group Home	Coon Rapids	3
January 09	Therapy Connection	Coon Rapids	2
January 14	Direct Home Health Care	Maple Grove	3
January 14	Genesis Nurses, Inc.	Maple Grove	1
January 14	Mariah Home Care Services, Inc.	Maple Grove	1
January 14	Wildflower Lodge	Maple Grove	4
January 16	Health Corps	Plymouth	1
January 16	Regent at Plymouth	Plymouth	4
January 16	Warm Hands Kind Hearts, Inc.	Plymouth	7
January 16	Plymouth Community Library	Plymouth	4
January 22	Caregivers Network, Minneapolis, Inc.	Minnetonka	3
January 22	Prairie Senior Cottages	Minnetonka	2
January 22	Emerald Care, Inc.	Minnetonka	4
January 22	Epoch Assisted Living of Minnetonka	Minnetonka	6
January 28	Gianna Homes Sursum Corda	Minnetonka	2
January 28	Jewish Family and Children's Services	Minnetonka	3
January 28	Steven's Residence	Minnetonka	5
January 28	NovaCare Rehabilitation	Minnetonka	2
Total Presentations:	25		
Total Participants:	102		

Consumer Relations Office Monthly Outreach Summary
February 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
February 02	D/HH Event	St. Paul	42
February 03	Four Presentations	St. Paul	120
February 03	D/HH Event	St. Paul	80
February 04	Four Presentations	St. Paul	118
February 05	Presentation	St. Paul	31
February 09	D/HH Event	St. Paul	41
February 10	Presentation	Cottage Grove	24
February 11	Presentation	Cottage Grove	28
February 13	Customer Contact	St. Paul	2
February 14	HH Event	Edina	19
February 16	Customer	Minneapolis	1
February 16	D/HH Event	St. Paul	44
February 17	Two Presentations	Eden Prairie	58
February 18	Presentation	Inver Grove Heights	26
February 19	D/HH Event	St. Cloud	46
February 23	D/HH Event	St. Paul	38
February 27	D/HH Event	St. Paul	6
Total Presentations: 24			
Total Participants: 724			

Nikki - Speech-to-Speech Outreach

Month/Date	Outreach Description/Location	City	Number of Participants
February 03	Individual Training - Edina High School	Edina	2
February 06	Around the Clock Home Care	Hopkins	2
February 06	Therapeutic Intervention Programs	Hopkins	3
February 06	Visiting Angels	Hopkins	1
February 17	Care Plus Home Health Agency	Golden Valley	4
February 17	Comfort Keepers	Golden Valley	2
February 17	Country Villa	Golden Valley	3
February 17	Courage Center	Golden Valley	10
February 17	Edelweiss Home Health, Inc.	Golden Valley	7
February 17	Home Instead Senior Care	Golden Valley	2
February 20	Homewatch Living Assistance	Golden Valley	3
February 20	In Home Personal Care Home Health	Golden Valley	2
February 20	International Healthcare Services	Golden Valley	3
February 20	Intrepid USA Healthcare Services	Golden Valley	6
February 20	La Bonne Vie, Inc.	Golden Valley	2
February 20	Tender Care Nursing Services	Golden Valley	1
February 25	ACR Medical Services	Roseville	6
February 25	Gentiva Health Services	Roseville	7
February 25	Gentiva Rehab Without Walls	Roseville	4
February 25	Heartland Home Healthcare and Hospice	Roseville	6
February 25	Intrepid USA Healthcare Services	Roseville	3
February 25	Option Care Enterprises, Inc.	Roseville	3
February 26	Pediatric Home Service	Roseville	3
February 26	Presbyterian Homes Home Care	Roseville	4
February 26	Rosewood Estate of Roseville	Roseville	3
February 26	TLC Homecare of the Twin Cities	Roseville	2
February 26	Roseville Branch Library	Roseville	4
February 26	Therapy Partners	Roseville	3
Total Presentations: 28			
Total Participants: 101			

Consumer Relations Office Monthly Outreach Summary

March 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
March 01	Presentation	Mankato	18
March 01	D/HH Event	St. Paul	44
March 02	D/HH Event	Coon Rapids	27
March 05	D/HH Event	St. Paul	79
March 06	D/HH Event	Minneapolis	125
March 06	D/HH Event	Duluth	25
March 08	Presentation	Minneapolis	9
March 08	D/HH Event	St. Paul	43
March 09	Presentation	St. Cloud	23
March 11	D/HH Event	Thief River Falls	12
March 12	Presentation	Thief River Falls	28
March 13	Hard-of-Hearing Event	St. Paul	9
March 15	D/HH Event	St. Paul	54
March 17	D/HH Event	Inver Grove Heights	8
March 19	D/HH Event	Coon Rapids	35
March 20	Presentation	Golden Valley	29
March 22	D/HH Event	St. Paul	45
March 27	Presentation	Virginia	55
March 29	D/HH Event	St. Paul	48
March 30	Presentation	Brooklyn Park	20
Total Presentations: 20			
Total Participants: 736			

Nikki - Speech-to-Speech Outreach

Month/Date	Outreach Description/Location	City	Number of Participants
March 09	A Plus Home Healthcare, Inc.	Bloomington	4
March 09	Assisted Living in Heritage Hall	Bloomington	5
March 09	Bloomington Public Health Home Healthcare	Bloomington	11
March 09	Friendship Village of Bloomington	Bloomington	4
March 09	Guardian Home Care, Inc.	Bloomington	3
March 09	Homecare Resource	Bloomington	3
March 12	Martin Luther Manor	Bloomington	6
March 12	Meadow Woods	Bloomington	5
March 12	Presbyterian Homes Home Care	Bloomington	2
March 12	Professional Resource Network Home Care	Bloomington	2
March 12	Right at Home	Bloomington	2
March 12	Solbakken	Bloomington	3
March 12	Freedom Health Care	Bloomington	5
March 16	Individual Training	Minneapolis	2
March 16	Alpha Millenium Connections	Minneapolis	1
March 16	Beechwood, Inc.	Minneapolis	1
March 16	Fairview Homecare and Hospice	Minneapolis	11
March 18	Family Care Services, Inc.	Minneapolis	7
March 18	May Healthcare, Inc.	Minneapolis	1
March 18	Yoo Hoo We Help, Inc.	Minneapolis	1
March 18	South Minneapolis Workforce Center - Rehab Services	Minneapolis	4
March 24	Children's Theraplay	Maplewood	5
March 24	Comforting Hands	Maplewood	3
March 24	Harmony Home Care	Maplewood	1
March 26	Home Instead Senior Care	Maplewood	7
March 26	Lakeview Commons of Maplewood	Maplewood	4
March 26	V J Homecare Services	Maplewood	2
March 26	Volunteers of America Homecare Services	Maplewood	4
March 31	Capstone Services, Inc.	St. Paul	6
March 31	Metro Social Services, Inc.	St. Paul	2
March 31	Work-Ahead	St. Paul	8
March 31	Midway Training Services	St. Paul	9
March 31	Howry Residential Services	St. Paul	4

March 31	Access to Employment	St. Paul	3
March 31	Elderberry Institute	St. Paul	5
Total Presentations: 35			
Total Participants: 146			

Consumer Relations Office Monthly Outreach Summary

April 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
April 02	Meet with New Customer	West St. Paul	2
April 02	D/HH Event	Shoreview	7
April 03	D/HH Event	St. Paul	23
April 05	D/HH Event	St. Paul	44
April 10	Hard of Hearing Event	Burnsville	15
April 12	D/HH Event	St. Paul	40
April 13	D/HH Event	St. Paul	80
April 16	Adv. Comm. Mtg.	Rochster	8
April 17	HH Event	Golden Valley	32
April 17	D/HH Event	St. Paul	55
April 19	D/HH Event	St. Paul	38
April 20	D/HH Event	St. Paul	45
April 22	D/HH Event	St. Paul	15
April 23	D/HH Event	St. Paul	35
April 26	Exhibition	Duluth	75
April 27	Exhibition	Duluth	55
April 28	D/HH Event	Detroit Lakes	28
April 30	D/HH Event	St. Paul	85
Total Presentations: 18			
Total Participants: 682			

Nikki - Speech-to-Speech Outreach

Month/Date	Outreach Description/Location	City	Number of Participants
April 03	MN Brain Injury Conference	Minneapolis	30
April 07	Independent Options, Inc.	St. Paul	3
April 07	MN Department Of Human Services	St. Paul	10
April 07	Kaposia, Inc./Kaposia Plus	St. Paul	6
April 07	Kaposia Supported Employment Services	St. Paul	2
April 07	Phoenix Services Corp.	St. Paul	6
April 13	Centennial House	Apple Valley	4
April 13	Dakota Homemaking Services, Inc.	Apple Valley	1
April 13	LeSaint Companies	Apple Valley	1
April 13	Specialized Home Healthcare	Apple Valley	2
April 13	Lifeworks, Apple Valley	Apple Valley	5
April 15	Alterra Clare Bridge of Eagan	Eagan	1
April 15	MVR Home Care	Eagan	3
April 15	The Commons on Marice	Eagan	3
April 15	Midwest Special Services	Eagan	5
April 15	ProAct, Inc. - Eagan	Eagan	4
April 15	Opal In-Home Services	Eagan	4
April 20	Compass Minnesota Inc.	Burnsville	2
April 20	Eriksmoen Cottages	Burnsville	3
April 20	Home Instead Senior Care	Burnsville	1
April 20	Quality Home Healthcare Services	Burnsville	1
April 20	Visiting Angels	Burnsville	2
April 22	Midwest Special Services	Burnsville	2
April 22	Chrestomathy of Dakota County	Burnsville	3
April 22	Lifeworks - Burnsville	Burnsville	5
April 22	MRCI - Burnsville	Burnsville	6
April 22	Vocational Support Services, Inc.	Burnsville	2
April 26	Assistive Technology Conference - DECC	Duluth	10
April 27	Booth - Assistive Technology Conference, DECC	Duluth	50
April 29	Alterra Sterling House	Blaine	3
April 29	Care Context Health Services	Blaine	1
April 29	High Land Care	Blaine	4
Total Presentations: 32			
Total Participants: 185			

Consumer Relations Office Monthly Outreach Summary

May 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
May 01	D/HH Event	Red Wood Falls	29
May 03	D/HH Event	Rochester	33
May 06	D/HH Event	Duluth	55
May 07	D/HH Event	St. Paul	89
May 09	D/HH Event	Minneapolis	18
May 10	D/HH Event	St. Paul	20
May 10	D/HH Event	St. Paul	44
May 12	D/HH Event	Inver Grove Heights	11
May 13	D/HH Event	St. Cloud	29
May 14	Deaf Event	Minneapolis	10
May 16	Deaf Event	White Bear Lake	20
May 17	Presentation	White Bear Lake	24
May 17	D/HH Event	St. Paul	16
May 18	D/HH Event	St. Cloud	28
May 20	D/HH Event	Duluth	35
May 24	D/HH Event	St. Paul	20
May 25	Presentation	Princeton	4
May 25	Presentation	Cambridge	8
Total Presentations: 18			
Total Participants: 493			

Nikki - Speech-to-Speech Outreach

Month/Date	Outreach Description/Location	City	Number of Participants
May 05	Midwest IV and Homecare, Inc.	Blaine	3
May 05	Anthony Louis Center	Blaine	2
May 05	North Gables	Blaine	3
May 13	Charles Bronstien Home	Minneapolis	1
May 13	Eden Residential Program	Minneapolis	3
May 13	Opportunity Partners Jorgensen House	Minneapolis	1
May 13	Maria Home	Minneapolis	1
May 13	Northeast House, Inc.	Minneapolis	6
May 13	People II Incorporated	Minneapolis	2
May 14	Meridian Services	Golden Valley	52
May 19	REM Hennepin Pillsbury House	Minneapolis	3
May 19	REM Hennepin Pleasant House	Minneapolis	2
May 19	REM Hennepin Lyndale House	Minneapolis	3
May 19	REM Hennepin Minnehaha House	Minneapolis	2
May 19	Three Thirty Five Ridgewood	Minneapolis	1
May 20	Wingspan Life Resources	Minneapolis	3
May 20	Hennepin County Vocational Services Program	Minneapolis	3
May 20	Hennepin County Economic Assistance	Minneapolis	2
May 20	Bill Kelly House	Minneapolis	2
May 20	Living Challenge	Minneapolis	1
May 20	Minnesota Teen Challenge	Minneapolis	1
May 25	People Incorporated	Minneapolis	2
May 25	In Home Training	Minneapolis	1
May 25	People Incorporated Array West	Minneapolis	1
May 25	Reentry House	Minneapolis	1
May 25	REM Hennepin Queen House	Minneapolis	1
Total Presentations: 26			
Total Participants: 103			

Consumer Relations Office Monthly Outreach Summary

June 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
June 23	Deaf/HH Event	St. Paul	20
June 26	Deaf/HH Event	St. Cloud	26
June 27 & 28	Two Exhibitions-MADC Conference	Minneapolis	175
June 29	DeafBlind Event	Minneapolis	23
June 30	Deaf/HH Event	St. Paul	20
Total Presentations: 6			
Total Participants: 264			

Nikki - Speech-to-Speech Outreach

Month/Date	Outreach Description/Location	City	Number of
June 10	Beverly Healthcare Excelsior	Excelsior	2
June 10	Echo Bay Healthcare, Inc.	Excelsior	3
June 10	South Shore Park	Excelsior	2
June 10	Excelsior Community Library	Excelsior	3
June 17	Hillside Terrace	Long Lake	4
June 17	Long Lake Assisted Living, LLC	Long Lake	3
June 17	Orono Woodlands	Long Lake	2
June 17	Long Lake Community Library	Long Lake	1
June 17	Orono Woods Senior Community	Long Lake	3
June 22	Mission Nursing Home	Plymouth	2
June 22	Health Corps	Plymouth	1
June 22	Alterra Clare Bridge Plymouth	Plymouth	3
June 22	Bassett Creek Commons	Plymouth	2
June 22	Cornerstone Assisted Living	Plymouth	2
June 22	Regent At Plymouth	Plymouth	3
Total Presentations: 15			
Total Participants: 36			

Consumer Relations Office Monthly Outreach Summary
July 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
July 14	Exhibition (CapTel)	Bloomington	35
July 15	Exhibition (CapTel)	Bloomington	35
July 16	Exhibition (CapTel)	Bloomington	45
July 25	DHH Event	Cottage Grove	18
July 26	DHH Event	St. Paul	22
July 29	DHH Event	Bloomington	10
Total Presentations: 6			
Total Participants: 165			

Nikki

Month/Date	Outreach Description/Location	City	Number of Participants
July 13	Avada Audiology	Minnetonka	2
July 15	In Home Training	Minnetonka	1
July 21	Walker on the River	Anoka	4
July 27	Avanstar Corporation	Duluth	2
July 28	Hartford Life	Duluth	2
July 29	In Home Training	Minneapolis	2
Total Presentations: 6			
Total Participants: 13			

Consumer Relations Office Monthly Outreach Summary

August 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
August 07	D/HH Event	Inver Grove Heights	4
August 08	D/HH Event	Maplewood	4
August 14	Hard of Hearing Event	Burnsville	23
August 17	Presentation	St. Cloud	24
August 19	Deaf Event	Cannon Falls	12
August 19	Presentation	St. Cloud	21
August 22	D/HH Event	Sauk Rapids	12
Aug 26th-Sept 6th	Minnesota State Fair Booth	Falcon Heights	12,500
Total Presentations: 20			
Total Participants: 12,600			

Nikki

Month/Date	Outreach Description/Location	City	Number of Participants
August 10	In Home Training	Minneapolis	2
August 12	In Home Training	Mounds View	1
August 13	In Home Training	Maple Grove	2
August 16	In Home Training	Mounds View	1
August 17	Concordia Arms	Maplewood	12
August 19	In Home Training	Minneapolis	2
August 19	In Home Training	Wayzata	3
August 24	Metropolitan Agency on Aging - St. Cloud Age Odyssey Conference	St. Paul	250
Aug 26th-Sept 6th	Minnesota State Fair Booth	St. Paul	
Total Presentations: 21			
Total Participants: 273			

Consumer Relations Office Monthly Outreach Summary
September 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
September 08	Qwest Advisory Committee-Presentation	Minneapolis	11
September 10	Deaf Event-Presentation	Minneapolis	6
September 11	D/HH Event	Cambridge	12
September 11	HH Event/Presentation	Apple Valley	15
September 13	D/HH Event	St. Paul	27
September 16	MEC Advisory Committee-Presentation	St. Paul	11
September 16	D/HH Event	Inver Grove Heights	8
September 17	Presentation	St. Cloud	23
September 19	Presentation	St. Cloud	18
September 19	HH Event	St. Paul	35
September 20	D/HH Event	St. Paul	28
September 21	D/HH Event-Presentation	St. Paul	55
September 22	Presentation	Detroit Lakes	23
September 22	Presentation	Moorhead	15
September 23	Presentation	St. Paul	28
September 27	D/HH Event	St. Paul	29
September 29	Presentation	St. Paul	12
September 30	D/HH Event	Minneapolis	33
Total Presentations: 18			
Total Participants: 389			

Nikki

Month/Date	Outreach Description/Location	City	Number of Participants
September 09	Homestead at Coon Rapids	Coon Rapids	2
September 15	Whispering Pines Assisted Living	Anoka	3
September 16	In Home Training	Brooklyn Center	6
September 23	Epiphany Assisted Living	Coon Rapids	4
September 25	Ageless Expo, Brainerd Dispatch	Brainerd	155
September 28	Roitenberg Family Assisted Living	St. Louis Park	9
September 28	Lenox Community Senior Center	St. Louis Park	5
September 28	In Home Training	Prior Lake	2
Total Presentations: 8			
Total Participants: 186			

Consumer Relations Office Monthly Outreach Summary

October 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
October 02	Deaf/HH Event	Brainerd	18
October 04	Deaf/HH Event	St. Paul	33
October 05	Five Presentations	St. Paul	148
October 06	Five Presentations	St. Paul	144
October 07	Presentation	Minneapolis	75
October 08	Deaf/HH Event	Minneapolis	12
October 09	Deaf Aware Fair, Brookdale Mall	Brooklyn Park	1500
October 09	Hard-of-Hearing Event	St. Paul	22
October 11	Two Presentations	Anoka	59
October 11	Deaf/HH Event	St. Paul	34
October 12	Presentation	St. Paul	24
October 13	CapTel Demo	St. Paul	4
October 13	Presentation	Minneapolis	53
October 13	Presentation	Minneapolis	18
October 18	Presentation	St. Paul	20
October 18	Deaf/HH Event	St. Paul	35
October 20	Duluth Senior Expo	Duluth	198
October 21	Deaf/HH Event	St. Paul	48
October 25	Deaf/HH Event	St. Paul	30
October 26	Presentation	St. Paul	24
October 27	Deaf/HH Event	Inver Grove Heights	8
October 28	Presentation	St. Paul	27
October 29	Deaf/HH Event	Coon Rapids	18
October 29	CapTel Demo	St. Paul	1
Total Presentations: 33			
Total Participants: 2553			

Nikki

Month/Date	Outreach Description/Location	City	Number of Participants
October 01	In Home Training	Otsego	2
October 07	Adult Foster Care Conference, St. Cloud	Oakdale	12
October 14	In Home Training	St. Michael	3
October 09	Deaf Aware Fair, Brookdale Mall	Brooklyn Park	40
October 19	In Home Training	Golden Valley	1
October 19	In Home Training	Edina	1
October 19	In Home Training	Woodbury	1
October 20	Duluth Senior Expo Booth	Duluth	150
October 20	Duluth Senior Expo Seminar	Duluth	10
October 26	In Home Training	Columbia Heights	2
October 26	Creekside Gables Senior Housing	Brooklyn Park	5
Total Presentations: 11			
Total Participants: 227			

Consumer Relations Office Monthly Outreach Summary
November 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
November 01	Three Presentations	Champlin	84
November 01	D/HH Event	St. Paul	24
November 04	Exhibition	Owantonna	100
November 06	D/HH Event	St. Paul	38
November 08	One-on-one Demonstration	St. Paul	2
November 08	Presentation	Inver Grove Heights	28
November 10	Three Presentations	St. Cloud	74
November 11	D/HH Event	Minneapolis	21
November 12	D/HH Event	St. Paul	16
November 13	Hard-of-Hearing Event	Inver Grove Heights	22
November 15	D/HH Event	St. Paul	34
November 16	One-on-one Demonstration	Lilydale	2
November 16	D/HH Event	St. Paul	125
November 17	D/HH Event	Faribault	12
November 18	Presentation	Minneapolis	12
November 18	Qwest Advisory Comm. Mtg	Minneapolis	14
November 20	Deaf/Blind Event	Brooklyn Park	100
November 22	One-on-one Demonstration	St. Paul	2
November 22	D/HH Event	St. Paul	35
November 29	D/HH Event	St. Paul	30
Presentations: 24			
Total Participants: 775			

Nikki

Month/Date	Outreach Description/Location	City	Number of Participants
November 23	Rosepointe Senior Residence	Roseville	10
November 23	In Home Training	Stillwater	2
Total Presentations: 2			
Total Participants: 12			

Consumer Relations Office Monthly Outreach Summary
December 2004

Jerry

Month/Date	Outreach Description/Location	City	Number of Participants
December 01	D/HH Event	Duluth	24
December 02	Presentation	Duluth	11
December 06	D/HH Event	St. Paul	39
December 06	Presentation	St. Cloud	9
December 09	D/HH Event	St. Paul	48
December 09	D/HH Event	Inver Grove Heights	7
December 11	Hard-of-Hearing Event	Burnsville	42
December 13	Two Presentations	White Bear Lake	46
December 13	D/HH Event	St. Paul	41
December 15	Two Presentations	Edina	57
December 20	D/HH Event	St. Paul	29
December 27	D/HH Event	St. Paul	35
Total Presentations:	14		
Total Participants:	388		

Nikki

Month/Date	Outreach Description/Location	City	Number of Participants
December 09	In Home Training	Minneapolis	1
December 16	Anthony James Senior Apartments	New Hope	1
December 16	Broadway Village Senior Housing	New Hope	4
December 16	Chardon Court Senior Apartments	New Hope	5
December 16	North Ridge Senior Community	New Hope	2
December 16	St. Therese Senior Housing	New Hope	2
December 16	Osseo Gardens Assisted Living	Osseo	1
December 16	Steeple Pointe Senior Residence	Osseo	2
December 21	In Home Training	Roseville	2
December 29	Earl Brown Terrace Senior Residence	Brooklyn Center	2
December 29	Maranatha Place Senior Housing	Brooklyn Center	2
December 29	Prairie Lodge at Earl Brown Farm	Brooklyn Center	2
December 29	Blaine Courts Senior Residence	Blaine	2
Total Presentations:	13		
Total Participants:	28		

Consumer Relations Office Monthly Outreach Summary
January 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
January 01	Minnehaha	St. Paul	30	X			
January 04	Real Life Cooperative of Brooklyn Park	Brooklyn Park	3		X		
January 04	Waterford Estates	Brooklyn Park	2		X		
January 04	The Waterford	Brooklyn Park	2		X		
January 06	College of St. Scholastica	St. Cloud	15				X
January 06	Maple Grove Senior Center	Maple Grove	45		X		
January 08	Mall of America	Minneapolis	18				X
January 10	Minnehaha	St. Paul	33	X			
January 11	In Home Visit	Blaine	2		X		
January 12	Showplace16	Inver Grove Heights	8	X			
January 12	Golden Valley Senior Center	Golden Valley	18		X		
January 13	Coon Rapids Senior Center	Coon Rapids	16		X		
January 15	Thompson Hall	St. Paul	18	X			
January 18	In Home Visit	Coon Rapids	2		X		
January 19	The Homestead at Coon Rapids	Coon Rapids	2		X		
January 20	In Home Visit	Coon Rapids	2		X		
January 20	MSAD	Faribault	22				X
January 20	M.E.C.	St. Paul	18				X
January 22	Thompson Hall	St. Paul	155				X
January 24	Blaine High School Special Education	Blaine	20			X	
January 24	Minnehaha	St. Paul	28	X			
January 25	3M	St. Paul	250		X		
January 25	Elder Care Rights Alliance	St. Paul	2		X		
January 25	Minnesota Senior Federation	St. Paul	2		X		
January 25	Metro Center For Independent Living	St. Paul	1		X		
January 25	Minneapolis Public Housing	Minneapolis	2		X		
January 25	Vision Loss Resources	Minneapolis	1		X		
January 25	Low Vision Store	St. Paul	2		X		
January 25	Common Sense Services	St. Paul	2		X		
January 25	Ezier Living, Inc.		2		X		
January 25	Dignity by Design Enterprise	Spring Lake Park	2		X		
January 25	N.E.S.T. & Lake Area Bus	St. Paul	1		X		
January 25	HIS Resources for ElderCare & Transportation	St. Paul	1		X		
January 25	Long & Reher, PA	Minneapolis	1		X		
January 25	Caring Companions	St. Paul	2		X		
January 25	Home Instead Senior Care	St. Paul	2		X		
January 25	HOMEWATCH Home Care	Minneapolis	2		X		
January 25	Visiting Angels	Minneapolis	2		X		
January 25	Catholic Charities	St. Paul	2		X		
January 25	Lutheran Social Services	St. Paul	2		X		
January 25	Elderberry Institute & Living at Home	St. Paul	2		X		
January 25	St Paul Park & Recreation-Senior Program	St. Paul	1		X		
January 25	Struther's Parkinson's Center	Minneapolis	1		X		
January 25	Alzheimer's Association	Minneapolis	1		X		
January 25	New Perspective	St. Paul	2		X		
January 25	Rakhma	Minneapolis	2		X		
January 25	Ebenezer	Minneapolis	2		X		

January 25	Living Made Easy	Minneapolis	2		X		
January 25	The Wellington	St. Paul	2		X		
January 25	Woodbury Senior Living	Woodbury	2		X		
January 25	Presbyterian Homes & Services	St. Paul	2		X		
January 25	Eldercare Database	Minneapolis	1		X		
January 25	3M Healthlink & Health Dialog	St. Paul	2		X		
January 25	Wilder Foundation	St. Paul	1		X		
January 25	Walker Methodist	Minneapolis	2		X		
January 25	Oak Meadows Senior Living	Oakdale	2		X		
January 25	HealthEast Senior Care	St. Paul	2		X		
January 25	North Memorial Home Health & Hospice	Minneapolis	2		X		
January 25	Hospice of the Twin Cities	Minneapolis	2		X		
January 25	Seniors Choice at Home	Minneapolis	2		X		
January 25	DARTS	St. Paul	1		X		
January 25	Eldercare Partners	St. Paul	2		X		
January 25	Senior Abilities Unlimited	Minneapolis	1		X		
January 25	Comprehensive Therapy, LLC	Minneapolis	1		X		
January 25	HealthEast Health Homes	St. Paul	2		X		
January 25	Senior Moves	St. Paul	1		X		
January 25	Meals on Wheels	Minneapolis	1		X		
January 25	Pathfinder Care Management	Minneapolis	2		X		
January 25	Circle of Life Aging Services	Minneapolis	2		X		
January 25	3M Retiree Benefits	St. Paul	1		X		
January 25	Broadway Village Senior Residence	New Hope	8		X		
January 26	St. Paul College	St. Paul	22				X
January 26	In Home Visit	Minnetonka	2		X		
January 29	Albany Hillcrest	Albany	18				X
January 31	Boy Scouts Troop/ St. Philip the Deacon Lutheran Church	Plymouth	18		X		
Total Presentations:		75					
Total Participants:		857					

Consumer Relations Office Monthly Outreach Summary

February 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
February 01	In Home Visit	Roseville	2		X		
February 03	4 Presentations - Brainerd Middle School	Brainerd	75				X
February 05	Rascal's Facility	Albany	35				X
February 07	Arbor Lakes Commons	Maple Grove	22		X		
February 07	Minnehaha Lanes	St. Paul	20	X			
February 08	In Home Visit	St. Paul	2		X		
February 10	U of MN	St. Paul	26				X
February 11	Boca Chica Restaurant	St. Paul	12	X			
February 12	Tucci Benuuch	St. Paul	16		X		
February 15	In Home Visit	Minneapolis	3		X		
February 15	3 Presentations - U of MN	St. Paul	120				X
February 16	Crest View on 42nd	Minneapolis	10		X		
February 16	Royce Place	Minneapolis	8		X		
February 16	4 Presentations - U of MN	St. Paul	110				X
February 17	Edina Senior Center	Edina	35		X		
February 17	Como Elementary School	St. Paul	85				X
February 21	Minnehaha Lanes	St. Paul	12	X			
February 22	Rose Arbor of Chapelwood	Maple Grove	4		X		
February 22	Epiphany Assisted Living	Coon Rapids	3		X		
February 22	Redwood Terrace	Coon Rapids	5		X		
February 24	Duluth Entertainment and Convention Center	Duluth	150				X
February 26	Thompson Hall	St. Paul	35	X			
February 28	2 Presentations - Axis Health Care	St. Paul	11				X
Total Presentations:	32						
Total Participants:	801						

Consumer Relations Office Monthly Outreach Summary
March 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
March 01	Osseo Senior Center	Osseo	45		X		
March 07	Minnehaha Lanes	St. Paul	20	X			
March 08	Legislative Day at the Capital	St. Paul	18	X			
March 08	Epiphany Pines	Coon Rapids	3		X		
March 08	Margaret Place	Coon Rapids	7		X		
March 09	ShowPlace 16	Inver Grove Heights	6	X			
March 09	In Home Visit	Maplewood	2		X		
March 10	Ramsey County Social Services	St. Paul	4		X		
March 10	3 Presentations - Woodbury Schools	Woodbury	10		X		
March 10	Northstar Academy	Maplewood	8	X			
March 10	Brooklyn Park Senior Center	Brooklyn Park	150		X		
March 11	Deaf Rest Club	Edina	7	X			
March 12	SHHH - Aloha Dinner	Prior Lake	24	X			
March 14	Qwest Advisory	Minneapolis	12	X			
March 16	Banfill Crossing	Fridley	2		X		
March 16	Norwood Square	Fridley	3		X		
March 16	Oak Crest	Spring Lake Park	2		X		
March 17	Champlin Shores	Champlin	3		X		
March 17	Chapelwood-Amberly Garden	Maple Grove	4		X		
March 19	Winterfest	Chisholm	18				X
March 21	Minnehaha Lanes	St. Paul	7	X			
March 24	Copperfield Hill	Robbinsdale	6		X		
March 24	The Heathers	Crystal	3		X		
March 25	In Home Visit	St. Paul	1		X		
March 29	In Home Visit	Golden Valley	1		X		
March 29	In Home Visit	Edina	2		X		
March 29	Calvary Center	Golden Valley	2		X		
March 31	Bassett Creek Commons	Plymouth	3		X		
March 31	Summerwood at Plymouth	Plymouth	3		X		
Total Presentations:	31						
Total Participants:	376						

Consumer Relations Office Monthly Outreach Summary
April 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
April 04	Minnehaha Lanes	St. Paul	30	X			
April 05	Shingle Creek Commons	Minneapolis	3		X		
April 05	Walker At TreeTops	Minneapolis	2		X		
April 07	Exhibition: Monticello Elementary	Monticello	120				X
April 07	Minnesota State Academy for the Deaf	Faribault	24	X			
April 07	Eastside Neighborhood Senior Center	Minneapolis	23		X		
April 08	Deaf Restaurant Club	Minneapolis	6	X			
April 09	Exhibition: Fond du Lac Community College	Cloquet	175				X
April 09	Hard of Hearing/Aloha	Minneapolis	24		X		
April 11	Minnehaha Lanes	St. Paul	28	X			
April 12	Columbia Heights Senior Center	Minneapolis	32		X		
April 15-16	Exhibition: Deaf and Hard of Hearing Conference	Deerwood	135				X
April 14	Dayton Senior Center	Dayton	25		X		
April 18	Blaine Senior Center	Blaine	22		X		
April 20	Gateway Tower Senior Residence	Duluth	2		X		
April 20	Duluth Housing and Redevelopment Authority	Duluth	3		X		
April 20	Rainbow Senior Center	Duluth	5		X		
April 21	Arrowhead Area Agency on Aging	Duluth	6		X		
April 21	Lincoln Senior Center	Duluth	2		X		
April 21	St. Ann's Senior Residence	Duluth	4		X		
April 22	Metro Deaf School	St. Paul	90	X			
April 23	St. Cloud Deaf	Albany	28	X			
April 25-26	Exhibition: Charting the C's	Rochester	435				X
April 28	Lynblomsten Residents	St. Paul	24		X		
April 29	Mounds View High School	St. Paul	200				X
Total Presentations:	27						
Total Participants:	1448						

Consumer Relations Office Monthly Outreach Summary

May 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
May 02	White Bear High School	White Bear Lake	28				X
May 02	Gulden 61	St. Paul	40	X			
May 03	Champlin Shores Senior Residence	Champlin	10		X		
May 03	St. Paul Technical College	St. Paul	18				X
May 04	Minnesota State Retirement	St. Paul	24				X
May 05	Dover Hill Senior Residence	Golden Valley	22		X		
May 07	Duluth Entertainment & Convention Center	Duluth	14				X
May 09	Choice, Unlimited	Duluth	31		X		
May 09	In Home Visit	Duluth	2		X		
May 12	Association of Information Referral Specialists	St. Paul	75		X		
May 12	Life Track Resources	St. Paul	3		X		
May 13	Deaf Club at Cossetta's Italian Market	St. Paul	8	X			
May 14	Cloquet Lanes	Cloquet	23				
May 16	St. Cloud Hospital	St. Cloud	11				X
May 17	Augustana Apartments	Minneapolis	2		X		
May 17	The Kenwood Senior Residence	Minneapolis	3		X		
May 19	Teacher's Park Avenue Senior Residence	Minneapolis	5		X		
May 19	Minnesota Employment Center	St. Cloud	13				X
May 20	Health & Wellness Program	St. Paul	38				X
May 21	Thompson Hall	St. Paul	22				X
May 24	The Heathers Senior Residence	Crystal	18		X		
May 24	In Home Visit	Crystal	2		X		
May 26	Plymouth Senior Center	Plymouth	14		X		
May 27	In Home Visit	Edina	2		X		
Total Presentations:	24						
Total Participants:	428						

Consumer Relations Office Monthly Outreach Summary

June 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
June 07	Qwest Advisory Committee	Minneapolis	14	X			
June 08	One-on-One Minnesota Relay Office	St. Paul	1	X			
June 10	Exhibition: Emergency Conference	St. Paul	225				X
June 11	SHHH Aloha	Burnsville	26		X		
June 12	Minnesota Deaf Golf Association	Northfield	9	X			
June 24-25	Exhibition: Minnesota Association Deaf Citizen	Rochester	205				X
June 26	CSD Social	Roseville	155	X			
June 28	Metro Community Technical College	Minneapolis	23				X
June 02	In Home Visit	Bloomington	2		X		
June 07	Oakcrest Senior Residence	Spring Lake Park	22		X		
June 15	Eaglecrest - The Terrace	Roseville	2		X		
June 15	Summerhouse of Roseville	Roseville	3		X		
June 17	Rosepointe II	Roseville	2		X		
June 21	Eastside Neighborhood Senior Fair	Minneapolis	125		X		
June 22	In Home Visit	Spring Lake Park	1		X		
June 28	In Home Visit	Spring Lake Park	1		X		
June 30	The Colony at Eden Prairie	Eden Prairie	2		X		
June 30	Sterling Ponds	Eden Prairie	2		X		
June 30	Knollwood Place	St. Louis Park	3		X		
June 30	St. Therese Southwest - The Towers	Hopkins	3		X		
Total Participants:	826						
Total Presentations:	21						

Consumer Relations Office Monthly Outreach Summary

July 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
July 06	Marcus Cinema Oakdale	Oakdale	16				X
July 07	In Home Visit	Minneapolis	2		X		
July 09	St. Cloud Deaf at Riverside Park	St. Cloud	135				X
July 10	SHHH/Aloha-Millersburg Store	Northfield	25				X
July 10	Faribault Deaf	Faribault	35				X
July 11-13	Teletypewriter Directory Information (TDI) Conference	New Orleans	65				X
July 12	Columbia Park Audiology Department	Brooklyn Park	3		X		
July 12	Columbia Park Audiology Department	Andover	2		X		
July 12	Columbia Park Audiology Department	Fridley	2		X		
July 14	Allina Audiology Department	Coon Rapids	4		X		
July 14	MN Hearing Aid Professionals, Inc.	Coon Rapids	3		X		
July 14	Real Life Cooperative	Coon Rapids	1		X		
July 14	Deaf Senior Citizens-Heritage	Lakeville	8				X
July 19	Audiology Concepts, Inc.	Edina	2		X		
July 19	HEAR, USA	Edina	3		X		
July 19	MN Hearing Aid Professionals, Inc.	Edina	4		X		
July 21	Hearing Care Specialists, Inc.	St. Louis Park	4		X		
July 26	Americans with Disabilities Act Conference	Brooklyn Center	200				X
July 29	In Home Visit	Edina	1		X		
July 29	In Home Visit	Edina	2		X		
Total Presentations:		20					
Total Participants:		517					

Consumer Relations Office Monthly Outreach Summary

August 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
August 04	Minnesota Deaf Golfer's Association	Red Wing	45				X
August 04	Associated Speech and Language Specialists	Maplewood	3		X		
August 04	Midwest Hearing Aid Systems, Inc.	Maplewood	9		X		
August 04	Associated Hearing of Maplewood	Maplewood	12		X		
August 09	Avada Hearing	Forest Lake	1		X		
August 09	East Central Audiology	Forest Lake	9		X		
August 09	Chisago County Senior Center	North Branch	3		X		
August 12	Avada Hearing	Cloquet	1		X		
August 12	Avada Hearing	Virginia	1		X		
August 12	Masterplan Hearing Center	Virginia	7		X		
August 15	Virginia Clinic Audiology	Virginia	2		X		
August 15	Virginia West Clinic Audiology	Virginia	4		X		
August 15	Laurentian Manor	Virginia	2		X		
August 16	Knollwood Place	St. Louis Park	35		X		
August 18	Park Nicollet Audiology	St. Louis Park	19		X		
August 23	St. Cloud Technical College - 2 Presentations	St. Cloud	48				X
August 25-30	Minnesota State Fair Booth	Falcon Heights	(total number reported in September)				X
Total Presentations:	22						
Total Participants:	201 (does not include State Fair numbers)						

Consumer Relations Office Monthly Outreach Summary
September 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
September 01	Booth, MN State Fair	St. Paul					X
September 02	Booth, MN State Fair	St. Paul	17,500				X
September 06	West Hennepin Sr. Leadership Group, Waterford	Brooklyn Park	15		X		
September 08	Ridgedale Public Library	Minnetonka	8		X		
September 08	Metro DHHS Advisory	St. Paul	8				X
September 10	SHHH/Alhoa	St. Paul	14				X
September 13	In Home Visit	White Bear Lake	2		X		
September 13	White Bear Lake Senior Center	White Bear Lake	3		X		
September 13	Deaf Senior Citizens	Montgomery	11				X
September 14	Qwest Advisory	Minneapolis	9				X
September 15	Moundsview Senior Programs	New Brighton	4		X		
September 15	Shoreview Community Senior Center	Shoreview	5		X		
September 15	Associated Speech and Language Specialists	Arden Hills	2		X		
September 15	Minnesota Employment Center	St. Paul	8				X
September 16	Faribault Deaf Club	Faribault	105				X
September 18	Deaf Global Connection	St. Paul	135				X
September 19	West Hennepin Senior Fair	Brooklyn Park	60		X		
September 20	Midtown Square	St. Cloud	85				X
September 22	North Branch Senior Center	North Branch	40		X		
September 25	D/HH Event - Purple Hawk	Cambridge	11				X
September 26	6 Presentations - University of Minnesota	Falcon Heights	180				X
September 27	In Home Visit	Maplewood	2		X		
September 27	Lakeview Commons of Maplewood	Maplewood	4		X		
September 27	5 Presentations - University of Minnesota	Falcon Heights	150				X
September 27	D/HH Event	St. Paul	40				X
September 28	In Home Visit	North Branch	1		X		
September 29	In Home Visit	Minneapolis	2		X		
September 29	Minneapolis Community Technical College	Minneapolis	28				X
September 29	University of Minnesota	Falcon Heights	29				X
September 29	Communication Service for the Deaf Open House	St. Paul	21				X
September 30	U of M St. Paul Student Center	St. Paul	215				X
Total Presentations:	40						
Total Participants:	18,697						

Consumer Relations Office Monthly Outreach Summary
October 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
October 02	Minnesota State Academy for the Deaf	Faribault	18				X
October 05	Duluth Senior Expo (Sr. Reporter)	Duluth	1,700		X		
October 08	Self Help for Hard of Hearing	Golden Valley	12		X		
October 11	In Home Visit	Burnsville	2		X		
October 11	Real Life Cooperative, Burnsville	Burnsville	3		X		
October 11	Burnsville Senior Center	Burnsville	2		X		
October 13	Anoka Ramsey Community College	Coon Rapids	24				X
October 13	Angel Ridge	Elk River	2		X		
October 13	Evans Park	Elk River	1		X		
October 13	Guardian Oaks	Elk River	2		X		
October 13	Allina Medical Clinic Dept. of Audiology	Elk River	4		X		
October 13	Avada Audiology	Elk River	1		X		
October 18	St. Cloud Hearing Aid Center	St. Cloud	1		X		
October 18	In Home Visit	Princeton	6		X		
October 18	The Hearing Center	Princeton	2		X		
October 18	Elim Home	Princeton	6		X		
October 18	Caley House	Princeton	5		X		
October 18	Princeton Senior Apartments	Princeton	2		X		
October 18	Crystal Court Senior Apartments	Princeton	11		X		
October 19	Courage North	Golden Valley	2		X		
October 19	Moundsview High School	Arden Hills	3			X	
October 20	Minnesota Speech and Language Association	St. Louis Park	125				X
October 20	Oncall Clinicians	Minneapolis	2		X		
October 20	Medical Technologies	Burnsville	3		X		
October 21	Minnesota Registry of Interpreters for the Deaf	St. Paul	225				X
October 21	ASL Services	Corcoran	1		X		
October 26	Woodbury Senior Center	Woodbury	75		X		
October 28	Allina Medical Clinic Dept. of Audiology	Woodbury	4		X		
October 28	HEAR Minnesota	Woodbury	3		X		
October 28	Midwest ENT Specialties	Woodbury	3		X		
October 28	Midwest Hearing Aid Systems	Woodbury	4		X		
Total Presentations:	31						
Total Participants:	2,254						

Consumer Relations Office Monthly Outreach Summary
November 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
November 01	Anoka Ramsey Community College	Coon Rapids	26				X
November 02	Hennepin County Library	Minnetonka	39	X			
November 07	In Home Visit	Farmington	2		X		
November 08	Summerhill of Apple Valley	Apple Valley	14		X		
November 08	Apple Valley Villa	Apple Valley	3		X		
November 08	Timbers at Apple Valley	Apple Valley	2		X		
November 08	Cortland Square	Apple Valley	2		X		
November 08	Orchard Square	Apple Valley	3		X		
November 09	2 Presentations at School District 742	St. Cloud	56				X
November 09	In Home Visit	Corcoran	4		X		
November 10	Qwest Communications	Minneapolis	11	X			
November 10	In Home Visit	Arden Hills	2		X		
November 11	3 Presentations at Apollo High School	St. Cloud	73				X
November 15	In Home Visit	Bloomington	1		X		
November 17	Richfield Senior Center	Richfield	30		X		
November 17	Lakeshore Drive	Richfield	4		X		
November 17	Gramercy Park	Richfield	6		X		
November 17	Mainstreet Village	Richfield	4		X		
November 17	Village Shores	Richfield	5		X		
November 18	Marriam Park Library	St. Paul	32	X			
November 19	State Academy for the Deaf	Faribault	35	X			
November 22	In Home Visit	St. Paul	2			X	
November 22	MN Hearing Aid Professionals, Inc.	St. Paul	3		X		
November 22	Midwest Hearing Aid Systems, Inc.	St. Paul	4		X		
November 22	Health Partners Como Audiology	St. Paul	6		X		
November 22	Associated Hearing Instruments of St. Paul, Inc.	St. Paul	5		X		
November 22	Aspen Bandana Audiology	St. Paul	3		X		
Total Presentations:			30				
Total Participants:			377				

Consumer Relations Office Monthly Outreach Summary
December 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
December 01	Northern Pines Mental Health Center	Little Falls	8				X
December 01	The Timbers of Apple Valley	Apple Valley	20		X		
December 01	In Home Visit	Apple Valley	1		X		
December 01	In Home Visit	Apple Valley	1		X		
December 02	Mainstreet Village	Richfield	18		X		
December 02	Emerson Inn	Maplewood	11	X			
December 03	Gerald's Dinning & Banquet	Sauk Centre	34				X
December 05	Professor Samuel Myers	Minneapolis	9		X		
December 05	Government Service Center	Duluth	23	X			
December 06	In Home Visit	Fridley	3		X		
December 06	South Lakeville High School	Lakeville	45				X
December 08	In Home Visit	Maplewood	2		X		
December 08	Metro Square Annex Building	St. Paul	11		X		
December 09	In Home Visit	Bloomington	2		X		
December 09	Bread of Life Lutheran Church	Minneapolis	18	X			
December 10	Century Ridge	Burnsville	33	X			
December 12	North Lakeville High School	Lakeville	55				X
December 12	South Lakeville High School	Lakeville	49				X
December 13	In Home Visit	Buffalo	4		X		
December 13	Wright County Human Services	Buffalo	4		X		
December 13	Audiologists Hearing Center	Buffalo	6		X		
December 13	In Home Visit	Buffalo	2		X		
December 14	Mississippi Shores	Monticello	4		X		
December 14	St. Benedicts, The Village	Monticello	2		X		
December 14	Broadway Square	Monticello	1		X		
December 14	Cedar Crest	Monticello	3		X		
December 14	Monticello Clinic of Audiology	Monticello	5		X		
December 15	In Home Visit	Bloomington	1		X		
December 19	White Bear High School	White Bear Lake	36				X
December 22	In Home Visit	Hastings	3		X		
December 22	Allina Medical Clinic Audiology	Hastings	5		X		
December 22	The Heritage (Regina Senior Living)	Hastings	4		X		
December 22	Park Ridge Augustana	Hastings	12		X		
December 22	Mississippi Terrace	Hastings	4		X		
December 22	Oak Ridge Manor	Hastings	3		X		
December 22	Rivertown Court	Hastings	4		X		
December 29	In Home Visit	Deephaven	2		X		
Total Presentations:	37						
Total Participants:	448						

January 2006

Month/Date	Location	City	Number of Participant	TRS	CapTel	STS	General
January 03	In Home Demonstration	Burnsville	2		X		
January 03	Regent at Burnsville	Burnsville	3		X		
January 05	Health Partners Como Audiology	St. Paul	20		X		
January 06	Minnesota State Academy For The Deaf	Faribault	115				X
January 07	SHHH/Aloha - China House	Oakdale	38		X		
January 10	In Home Demonstration	Minnetonka	2		X		
January 10	In Home Demonstration	Minnetonka	2		X		
January 10	Minnesota Telephone Alliance	St. Paul	3		X		
January 11	In Home Demonstration	Minneapolis	2		X		
January 11	Village at Walker	Minneapolis	2		X		
January 12	In Home Demonstration	Minneapolis	2		X		
January 14	St. Cloud Deaf Club	Waite Park	75				X
January 17	In Home Demonstration	Bloomington	2		X		
January 18	Mermaid Center Restaurant	Mounds View	6	X	X		
January 19	In Home Demonstration	Roseville	2		X		
January 19	Rosepointe	Roseville	2		X		
January 19	Minnesota Deaf Senior Citizen	St. Paul	165	X	X		
January 20	Faribault Deaf Club	Faribault	78	X	X		
January 21	Courage Center	Golden Valley	55		X		
January 21	Mass Meeting- Thompson Hall	St. Paul	285				X
January 24	Isanti County Senior Center	Cambridge	4		X		
January 24	Mill Ridge Commons	Cambridge	3		X		
January 24	River Hills	Cambridge	6		X		
January 24	Riverwood Village	Cambridge	2		X		
January 24	Ashland Place	Cambridge	3		X		
January 24	Bridge Park	Cambridge	1		X		
January 25	3M Elder Resource Fair	Maplewood	600				X
January 27	In Home Demonstration	Bloomington	3		X		-
January 27	Hamline University	St. Paul	8	X	X		
January 30	Apple Valley Villa	Apple Valley	22		X		
January 31	In Home Demonstration	Cedar	4		X		
January 31	Calhoun Apartments	Cambridge	1		X		
January 31	East Central Audiology	Cambridge	6		X		
January 31	Cambridge Medical Center Audiology	Cambridge	3		X		

Consumer Relations Office Monthly Outreach Summary

February 2006

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
February 01	Family Health Care Clinic	Moorhead	2				X
February 01	Merit Care	Moorhead	1				X
February 02	Public Library Moorhead	Moorhead	1				X
February 02	Majestic Greens	Ham Lake	4		X		
February 02	Willows of Ham Lake	Ham Lake	3		X		
February 03	Braham High School	Braham	32				X
February 07	Anoka Ramsey Community College	Anoka	27				X
February 07	U of MN	Falcon Heights	27				X
February 07	In Home Demonstration	Mahtomedi	2		X		
February 07	St. Andrew's Village	Mahtomedi	3		X		
February 07	Briarcliff Manor	Mahtomedi	2		X		
February 07	Washington County Library, Wildwood	Mahtomedi	6		X		
February 08	U of MN (4 presentations)	Falcon Heights	120				X
February 08	In Home Demonstration	Brooklyn Park	3		X		
February 10	Madonna Towers of Rochester	Rochester	4		X		
February 10	Samaritan Bethany Home on 8th	Rochester	4		X		
February 10	Elder Network	Rochester	2		X		
February 10	Eldercare Senior Center	Rochester	2		X		
February 10	Comfort Home Healthcare	Rochester	5		X		
February 10	Maples Senior Apartments	Rochester	3		X		
February 10	Gramercy Park Cooperative	Rochester	2		X		
February 10	Charter House	Rochester	2		X		
February 13	U of MN	Falcon Heights	29				X
February 14	U of MN (3 presentations)	Falcon Heights	80				X
February 14	In Home Demonstration	Cambridge	2		X		
February 15	Mayo Civic Center	Rochester	183				X
February 16	Mayo Civic Center	Rochester	183				
February 16	In Home Demonstration	Edina	3			X	
February 17	Mayo Civic Center	Rochester	184				
February 21	St. Paul College	St. Paul	15				X
February 21	Burnsville Senior Center	Burnsville	25		X		
February 22	St. Louis Park High School	St. Louis Park	24				X
February 23	Cambridge Self Help for Hard of Hearing Group	Cambridge	18		X		
February 25	Lifetrack Resources	St. Paul	8				X
February 28	Hyatt Regency	Minneapolis	250				X
February 28	Minnesota Telecom Alliance Convention	St. Paul	250		X		
Total Presentations:			41				
Total Participants:			1,511				

Consumer Relations Office Monthly Outreach Summary **March 2006**

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
March 01	Doublewood Inn	Moorhead	11				X
March 01	MN Telecom Alliance Conference	St. Paul	150		X		
March 07	Cloverleaf Courts	Blaine	4		X		
March 07	North Gables	Blaine	1		X		
March 07	Northgate Woods	Blaine	2		X		
March 08	Minnehaha Lanes	St. Paul	28				X
March 10	Barnes & Noble	Burnsville	15		X		
March 10	Highland Park High School	St. Paul	58				X
March 11	Self Help For Hard of Hearing	Rosemount	15		X		
March 14	In Home Demonstration	Coon Rapids	3		X		
March 16	Wells Fargo Center	Minneapolis	1				X
March 16	Anoka County Library, Johnsville Branch	Blaine	4		X		
March 16	Comforts of Home	Blaine	3		X		
March 16	Anoka County Library, Northtown Branch	Blaine	3		X		
March 17	Quinn Hall	Faribault	35				X
March 21	Grey Oaks	Andover	3		X		
March 21	Farmstead at Andover	Andover	3		X		
March 21	Savannah Oaks	Ramsey	4		X		
March 21	Anoka County Library, Rum River Branch	Anoka	4		X		
March 23	ShowPlace 16	Inver Grove Heights	8				X
March 23	Oak Hills Manor	Circle Pines	1		X		
March 23	Pine Manor Estates	Circle Pines	2		X		
March 23	Anoka County Library, Centennial Branch	Circle Pines	3		X		
March 24	Cottages at Willow Pond	Lino Lakes	4		X		
March 24	Scandia Shores	Shoreview	7		X		
March 24	Summerhouse	Shoreview	1		X		
March 24	Ramsey County Library, Shoreview Branch	Shoreview	4		X		
March 24	The Shores	Shoreview	1		X		
March 29	Veteran's Hospital Disability Awareness Fair	Minneapolis	125		X	X	
Total Presentations:	29						
Total Participants:	503						

Consumer Relations Office Monthly Outreach Summary

April 2006

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
April 03	Mid-America Events and Expos Mystic Lake Senior Spring Show	Burnsville	850		X		
April 03	Minneapolis Convention Center	Minneapolis	225				X
April 04	Minneapolis Convention Center	Minneapolis	225				X
April 04	Mid-America Events and Expos Mystic Lake Senior Spring Show	Burnsville	800		X		
April 04	Champps Americana	St. Paul	11	X			
April 05	St. Cloud Rehabilitation Services	St. Cloud	33	X			
April 06	DHHS EW Central	St. Cloud	4	X			
April 06	DHHS Northeast	Duluth	12				X
April 08	Colleen/ Mark Kaldun	Rosemount	22		X		
April 10	Qwest Advisory Committee	Minneapolis	13	X			
April 11	Long Lake Senior Center	Long Lake	2		X		
April 11	Long Lake Assisted Living	Long Lake	3		X		
April 11	Hillside Terrace	Long Lake	1		X		
April 11	In Home Demonstration	Long Lake	2		X		
April 12	Crystal VFW Post 494	Crystal	24		X		
April 13	Boardwalk Residence	Wayzata	2		X		
April 13	Hillcrest of Wayzata	Wayzata	4		X		
April 13	Meridian Manor	Wayzata	3		X		
April 14	In Home Demonstration	St. Paul	2		X		
April 15	Courage Center	Golden Valley	45		X		
April 15	Twin City Deaf Professional	Minneapolis	25	X			
April 17	All Saint Catholic Church	Lakeville	32				X
April 20	Blaine Courts	Blaine	18		X		
April 22	Northgate Plaza	Virginia	35				X
April 25	Phyllis Holmstrom	Blaine	2		X		
April 26	Anoka Ramsey Community College	Coon Rapids	55				X
April 27	Craguns Resorts	Brainerd	120				X
April 27	Summit Pointe	Edina	1		X		
April 27	Edina Library	Edina	6		X		
April 27	Vernon Terrace	Edina	4		X		
April 28	Edina Park Plaza	Edina	3		X		
April 28	Yorktown Continental	Edina	3		X		
April 28	Walker Elder Suites	Edina	5		X		
April 28	Heritage of Edina	Edina	3		X		
April 28	Southdale Library	Edina	11		X		
April 28	South Haven	Edina	3		X		
April 28	Ruttger's Bay Lodge	Deerwood	117				X
April 29	Ruttger's Bay Lodge	Deerwood	118				X
April 29	DeafBlind Technology Expo	St. Paul	11	X			
April 30	St. Paul Old Country	West St. Paul	15	X			
April 30	Fuddruckers	Bloomington	8	X			
Total Presentations:		41					
Total Participants:		2,878					

Consumer Relations Office Monthly Outreach Summary May 2006

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
May 01	Child & Adolescent Mental Health Conference	Duluth	550				X
May 02	Child & Adolescent Mental Health Conference	Duluth	550				X
May 02	In Home Demonstration	Minneapolis	2		X		
May 04	AAA Homecare Services	Edina	2		X		
May 04	Sunrise Senior Living	Edina	3		X		
May 04	Dream Care Corporation	Edina	2		X		
May 04	Agewell Home Care	Edina	4		X		
May 05	In Home Demonstration	Shoreview	7	X			
May 06	Riverview Theater	Minneapolis	45	X			
May 06	Bread of Life Lutheran Church	Minneapolis	35	X			
May 09	Osseo High School	Osseo	22				X
May 09	Century College	White Bear Lake	7				X
May 09	Fairview Home Care and Hospice	Edina	4		X		
May 09	Home Instead Senior Care	Edina	3		X		
May 09	Ometta Health Care Services	Edina	1		X		
May 09	REM Health Care, Inc.	Edina	3		X		
May 10	Central Medical Building	St. Paul	12		X		
May 11	Elder Resource Fair	Mountain Iron	400		X		
May 16	North Star Academy	St. Paul	16		X		
May 16	Century College	White Bear Lake	14				X
May 16	Brightondale Senior Residence	New Brighton	3		X		
May 16	Goodness and Mercy Health Services	New Brighton	1		X		
May 16	Meadowood Shores Senior Residence	New Brighton	3		X		
May 16	Senior Suites of New Brighton	New Brighton	5		X		
May 16	Trevilla of New Brighton	New Brighton	3		X		
May 18	Thompson Hall	St. Paul	55	X			
May 18	Lifetrack Resources	St. Paul	8				X
May 18	Arden Hills Library	Arden Hills	6		X		
May 18	In Home Demonstration	Arden Hills	2		X		
May 18	Lakeview Residence	Arden Hills	3		X		
May 19	Jack's House	Brainerd	24				X
May 20	North Star Academy	St. Paul	16	X			
May 23	Covenant Home Health Services	Coon Rapids	1		X		
May 23	Continual Feast Companion Care	Coon Rapids	2		X		
May 25	In Home Demonstration	Blaine	1		X		
May 30	District 287 - Teacher's Retirement Party	Plymouth	35	X			
May 30	Silver Lake Pointe	Moundsview	1		X		
May 30	Ramsey County Library, Moundsview	Moundsview	6		X		
May 30	Reallife Cooperative	Moundsview	3		X		
May 30	MN Institute of Public Health	Moundsview	4		X		
May 31	In Home Demonstration	Blaine	1		X		
Total Presentations:			41				
Total Participants:			1,865				

June 2006

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
June 02	Chamber of Commerce	St. Paul	2		X		
June 03	Hidden Falls Pavilion	St. Paul	23	X			
June 06	Anoka Ramsey Community College	Coon Rapids	27				X
June 06	Minnesota North Star Academy	St. Paul	33	X			
June 10	Jeff Blodgett's Place	Woodbury	18		X		
June 11	Thompson Hall	St. Paul	22	X			
June 14	Pleasant Hill Public Library	Hasting	2		X		
June 16	Qwest Advisory Committee Meeting	Minneapolis	9		X		
June 16	Hearing Loss Association of America	Brooklyn Center	4		X		
June 19	Minnesota State Academy for the Deaf	Faribault	12	X			
June 20	Minneapolis Community Technical College	Minneapolis	24				X
June 24	Riverside Park	St. Cloud	45	X			
June 28	West Central Initiative	Fergus Falls	11				X
Total Presentations:	13						
Total Participants:	232						

Consumer Relations Office Monthly Outreach Summary
July 2006

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
July 07	In Home Demonstration		Minneapolis	2		X		
July 07	Drop In	Kenwood Retirement Community	Minneapolis	3		X		
July 07	Drop In	Anjolen's Shoe Repair	St. Paul	1	X			
July 09	Presentation	Al Baker's Place	Eagan	15		X		
July 11	Drop In	Whittier Place	Minneapolis	3		X		
July 11	Drop In	Augustana Senior Development	Minneapolis	2		X		
July 11	Drop In	Ebenezer Tower	Minneapolis	3		X		
July 13	Drop In	Booth Manor	Minneapolis	3		X		
July 13	Drop In	Loring 100	Minneapolis	2		X		
July 13	Drop In	Maryland Apartments	Minneapolis	3		X		
July 14	Meeting	Qwest Advisory Committee	Minneapolis	8		X		
July 17	Drop In	Dakota County Sherriff	Hasting	1		X		
July 17	Drop In	Dakota County Court Facility	Hasting	2		X		
July 17	Drop In	Dakota County Admin.	Hasting	2		X		
July 18	Drop In	Nicollet Towers	Minneapolis	7		X		
July 18	Drop In	Phillips Towers	Minneapolis	2		X		
July 18	Presentation	Signe Burkhardt Manor	Minneapolis	3		X		
July 20	Presentation	Locke County Park	Fridley	32				X
July 20	In Home Demonstration		Minneapolis	2		X		
July 22	Presentation	Lake Florence Park	Stewartville	28				X
July 25	Drop In	Owatonna Senior Place	Owatonna	5		X		
July 25	Drop In	Real Life Cooperative	Owatonna	6		X		
July 25	Drop In	Alterra Sterling House	Owatonna	5		X		
July 25	Drop In	Owatonna Clinic Southview	Owatonna	4		X		
July 25	Drop In	Hearing Center	Owatonna	1		X		
July 25	Drop In	The Brooks on St. Paul	Owatonna	5		X		
July 25	Drop In	Infinia of Owatonna	Owatonna	3		X		
July 25	Drop In	Steele County Public Health Dept	Owatonna	10		X		
July 25	Presentation	Owatonna Public Library	Owatonna	13		X		
July 26	Presentation	The Arbors	White Bear Lake	20		X		
July 28	Presentation	Hamline University	St. Paul	18		X		
July 31	In Home Demonstration		Coon Rapids	2		X		
Total Presentations:		32						
Total Participants:		216						

Consumer Relations Office Monthly Outreach Summary
August 2006

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
August 01	In Home Demonstration		St. Louis Park	2		X		
August 03	Drop In	Ely Bloomenson Community Hospital Home Health Care	Ely	5		X		
August 03	Drop In	Housing and Redevelopment Authority of Ely	Ely	3		X		
August 03	Drop In	Duluth Clinic Audiology	Ely	4		X		
August 03	Drop In	Ely Public Library	Ely	3		X		
August 03	Drop In	Ely Senior Center	Ely	3		X		
August 03	Drop In	Zenith Senior Apartments	Ely	3		X		
August 04	Drop In	Clayridge Senior Residence	Biwabik	7		X		
August 04	Drop In	Biwabik Senior Citizens Center	Biwabik	4		X		
August 08	Meeting	DHHS Advisory Committee Meeting	Duluth	14				X
August 08	In Home Demonstration		Brooklyn Center	2		X		
August 10	Drop In	Nursing Inc. and Homecare Services	Brooklyn Center	1		X		
August 14	Drop In	Bethel Manor Apartments	Alexandria	2		X		
August 14	Drop In	Douglas County Housing and Redevelopment Authority	Alexandria	11		X		
August 14	Drop In	Douglas County Public Health	Alexandria	4		X		
August 14	Drop In	Nelson Gables Senior Care Apartments	Alexandria	6		X		
August 14	Drop In	Douglas County Library	Alexandria	5		X		
August 14	Drop In	Audiology Associates/Hearing Care Ltd.	Alexandria	3		X		
August 14	Drop In	Knute Nelson Home Care	Alexandria	3		X		
August 14	Drop In	Vikingland Home Health, Inc.	Alexandria	3		X		
August 14	Drop In	Wales Hearing Center	Alexandria	3		X		
August 14	Drop In	Winona Shores Apartments	Alexandria	3		X		
August 15	Presentation	Crow Wing County Public Health	Brainerd	12		X		
August 15	In Office Demonstration		Brainerd	2		X		
August 15	Drop In	Brainerd Medical Center Audiology	Brainerd	5		X		
August 15	Drop In	Brainerd Public Library	Brainerd	5		X		
August 15	Drop In	Bethany Good Samaritan Village	Brainerd	4		X		
August 15	Drop In	St. Joseph's Home Care and Hospice	Brainerd	6		X		
August 17	In Home Demonstration		Shoreview	2		X		
August 22	In Home Demonstration		Minneapolis	2		X		
August 24	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 25	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 26	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 27	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 28	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 29	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 30	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 31	Exhibit	Minnesota State Fair	St. Paul	1420				X
Total Presentations:		38						
Total Participants:		11,492						

Consumer Relations Office Monthly Outreach Summary
September 2006

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
September 01	Exhibit	Minnesota State Fair	St. Paul	1420				X
September 02	Exhibit	Minnesota State Fair	St. Paul	1420				X
September 03	Exhibit	Minnesota State Fair	St. Paul	1420				X
September 04	Exhibit	Minnesota State Fair	St. Paul	1420				X
September 07	Presentation	Cloverleaf Courts	Blaine	20		X		
September 09	Hard of Hearing Social Event	Private Home	Rosemount	16				
September 12	In Home Demonstration		Bloomington	1		X		
September 14	Meeting	Eagan Fire Administration Bldg	Eagan	33				X
September 14	In Home Demonstration		Eagan	3		X		
September 16	Exhibit	Brookdale Center	Brooklyn Center	750				X
September 19	Presentation	Anoka Ramsey Community College	Coon Rapids	25				X
September 19	In Home Demonstration		Maplewood	2		X		
September 19	Drop In	Village on Woodlyn	Maplewood	10		X		
September 19	Drop In	Walker at Hazel Ridge	Maplewood	6		X		
September 19	Drop In	Concordia Arms	Maplewood	4		X		
September 19	Drop In	Maple Pond	Maplewood	3		X		
September 19	Drop In	Ramsey County Library	Maplewood	4		X		
September 20	Presentation	Flagship Academy	St. Louis Park	8				X
September 21	Deaf Senior Meeting	Thompson Hall	St. Paul	154				X
September 21	In Home Demonstration		Elk River	2		X		
September 21	Meeting	MN Employment Center	St. Paul	15				X
September 25	Three Presentations	Cross Road Evenganical Church	Forest Lake	16				X
September 25	Presentation	University of MN	Falcon Heights	28				X
September 25	Exhibit	Senior Fall Expo at Mystic Lake	Prior Lake	800		X		
September 26	Exhibit	Senior Fall Expo at Mystic Lake	Prior Lake	700		X		
September 26	Two Presentations	University of MN	Falcon Heights	60				X
September 27	Three Presentation	University of MN	Falcon Heights	87				X
September 28	Three Presentation	University of MN	Falcon Heights	84				X
September 28	In Home Demonstration		St. Paul	2		X		
September 28	Presentation	Minneapolis Community Technical College	Minneapolis	28				X
September 30	DHHS Forum	Plumber & Stearn Fitters	Rochester	35				X
Total Presentations:		38						
Total Participants:		8,576						

Consumer Relations Office Monthly Outreach Summary
October 2006

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
October 02	Presentation	Highland Jr. High	St. Paul	13				X
October 03	Deaf/Hard of Hearing Community Forum	North Jr. High	St. Cloud	35				X
October 03	In Home Demonstration		Brooklyn Center	1		X		
October 03	Drop In	Hennepin County Library, Brookdale	Brooklyn Center	3		X		
October 03	Drop In	View Pointe at Shingle Creek	Brooklyn Center	2				X
October 04	Deaf/Hard of Hearing Community Forum	Detroit Lake Technical College	Detroit Lakes	44				X
October 05	Drop In	The Crystal	Crystal	4		X		
October 05	Drop In	Sonus Audiology	Crystal	4		X		
October 05	Deaf/Hard of Hearing Community Forum	Government Service Center	Duluth	48				X
October 10	2 Presentation	Ability Building Center	Rochester	14				X
October 10	Exhibition	St. Paul College	St. Paul	39				X
October 11	Exhibition	Duluth Senior Expo	Duluth	1100		X		
October 12	In Home Demonstration		Coon Rapids	3		X		
October 17	In Home Demonstration		Bloomington	2		X		
October 18	Drop In	Ramsey County Library, Roseville	Roseville	2		X		
October 19	In Home Demonstration		Ely	2		X		
October 19	Drop In	Woodland Mounds	Maple Grove	3		X		
October 19	Drop In	Birchwood Apartments	Maple Grove	3		X		
October 19	Drop In	Anderson Audiology Consulting	Maple Grove	1		X		
October 19	Drop In	Arbor Glen	Maple Grove	2		X		
October 23	2 Presentations	White Bear Lake High	White Bear Lake	58				X
October 24	Exhibition	East Side Neighborhood Health Fair	Minneapolis	65		X		
October 26	Drop In	St. Therese at Oxbow Lake	Brooklyn Park	1		X		
October 26	Drop In	Park Haven	Brooklyn Park	5		X		
October 26	2 Presentations	St. Cloud Technical High	St. Cloud	76				X
October 27	Presentation	Central Lakes College	Brainerd	26				X
October 31	Drop In	Celtic Crossing	Osseo	1		X		
October 31	Drop In	Real Life Cooperative of Osseo	Osseo	2		X		
October 31	Drop In	Osseo Gardens	Osseo	4		X		
Total Presentations:		32						
Total Participants:		1,563						

**Consumer Relations Office Monthly Outreach Summary
November 2006**

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
November 07	In Home Demonstration		Minneapolis	1				X
November 07	In Home Demonstration		Minneapolis	2		X		
November 08	Meeting	Qwest Advisory Committee	Minneapolis	16				X
November 08	Open House	DeafBlind Service of MN	Minneapolis	35				X
November 09	In Home Demonstration		Minneapolis	2		X		
November 11	Social Event	Deaf/Blind Banquet	St. Paul	58				X
November 14	In Home Demonstration		Bloomington	2		X		
November 16	In Home Demonstration		Eagan	2		X		
November 16	Presentation	SW Jr High School	Forest Lake	8				X
November 17	Meeting	Minnesota Commission Serving Deaf & Hard of Hearing People	St. Paul	29				X
November 21	In Home Demonstration		Bloomington	1		X		
November 27	Presentation	Douglas County Task Force on Aging	Alexandria	35				X
November 27	Presentation	Winona Shores Senior Residence	Alexandria	20		X		
November 27	Drop In	Glenwood Public Library	Glenwood	2		X		
November 27	Drop In	Glenwood Village Care Center	Glenwood	3		X		
November 27	Drop In	Lakeview Good Samaritan Center	Glenwood	3		X		
November 27	Drop In	Ridgewood Villa	Glenwood	6		X		
November 27	Drop In	Glenwood Senior Center	Glenwood	7		X		
November 27	Drop In	Glenwood Retirement Village	Glenwood	2		X		
November 27	Drop In	Glacial Ridge Home Care	Glenwood	4		X		
November 27	Drop In	Glenwood Estates	Glenwood	3		X		
November 27	Drop In	Parkview Court	Glenwood	2		X		
November 27	Drop In	Pope County Public Health Nursing Service	Glenwood	8		X		
November 28	Drop In	Getty Street Assisted Living	Sauk Centre	3		X		
November 28	Drop In	St. Michaels Hospital Home Care	Sauk Centre	5		X		
November 28	Drop In	Bryant Public Library	Sauk Centre	1		X		
November 28	Drop In	Stearns County Public Health Department	Melrose	8		X		
November 28	Drop In	Roseview Manor	Melrose	3		X		
November 28	Drop In	Mother of Mercy Campus Care	Albany	3		X		
November 28	Drop In	Albany Area Hospital and Medical Center	Albany	2		X		
November 28	Drop In	Albany Branch Library	Albany	2		X		
November 29	Drop In	City Hall -Administration	Red Wing	2				X
November 29	Drop In	Chamber of Commerce	Red Wing	2				X
Total Presentations:		33						
Total Participants:		282						

Consumer Relations Office Monthly Outreach Summary
December 2006

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
December 02	Deaf/HH Social Event	Ground Round Restaurant	St. Cloud	28				X
December 04	Presentation	Berg's Home	Marshall	13				X
December 04	Drop in	Chamber of Commerce	Marshall	2				X
December 04	Drop in	Lyon County Library	Marshall	2				X
December 04	In Home Demonstration		Buffalo Lake	1		X		
December 04	Drop in	Gaylord Public Library	Gaylord	1				X
December 04	Drop in	Hearing & Speech Center	Marshall	1				X
December 05	Drop in	Central MN Council on Aging	St. Cloud	4		X		
December 05	Drop in	Whitney Senior Center	St. Cloud	5		X		
December 05	Drop in	Skylight Gardens	St. Cloud	4		X		
December 05	Drop in	Stearns County Public Health	St. Cloud	3		X		
December 05	Drop in	Professional Hearing and Audiology Associates	St. Cloud	1		X		
December 05	Drop in	Certien Hearing Center	St. Cloud	2		X		
December 07	Presentation	Apollo High School	St. Cloud	32				X
December 07	Drop in	Demarr Catered Living	Coon Rapids	1		X		
December 07	Drop in	Eagle Street Catered Living	Coon Rapids	1		X		
December 12	In Home Demonstration		Circle Pines	2		X		
December 14	Drop in	St. Cloud Hospital Homecare Services	St. Cloud	2		X		
December 14	Drop in	Shiffo Home Healthcare Corp	St. Cloud	1		X		
December 14	Drop in	Catholic Charities	St. Cloud	4		X		
December 14	Drop in	Home Instead Senior Care	Waite Park	3		X		
December 14	Drop in	Senior Linkage Line	St. Cloud	2		X		
December 17	Drop in	Northfield Area Chamber of Commerce	Northfield	1				X
December 17	Drop in	Northfield Public Library	Northfield	2				X
December 17	Drop in	Safety Center	Northfield	2				X
December 17	Presentation	Cannon Falls Medical Center	Cannon Falls	4				X
December 19	Drop in	Central MN Senior Federation	St. Cloud	3		X		
December 19	Drop in	Carefree Living	St. Cloud	4		X		
December 19	Drop in	Saint Benedict's Senior Community	St. Cloud	6		X		
December 19	Drop in	Benedict Court	St. Cloud	3		X		
December 19	Drop in	Benet Place	St. Cloud	3		X		
December 19	Drop in	Benet Place South	St. Cloud	2		X		
December 21	In Home Demonstration		Minneapolis	1		X		
December 28	Drop in	Comfort Keepers	St. Cloud	5		X		
December 28	Drop in	St. Cloud Housing and Redevelopment Authority	St. Cloud	4		X		
December 28	Drop in	Prairie River Home Care, Inc.	St. Cloud	4		X		
December 28	Drop in	Amdahl Hearing, LLC	St. Cloud	2		X		
December 28	Drop in	American Red Cross	St. Cloud	2		X		
Total Presentations:		38						
Total Participants:		163						

Consumer Relations Office Monthly Outreach Summary
January 2007

Month/Date	Type of Outreach	Location Name:	City	Number of Participants	CapTel	STS	General TRS
January 05	In Home Demonstration		Minneapolis	3	X		
January 08	Presentation	Cub Scout Den Leader	Stillwater	14			X
January 09	Presentation	Morrison County Public Health Task Force	Little Falls	22	X		
January 09	Drop In	Bridgeway Estates	Little Falls	2	X		
January 09	Drop In	Unity Family Homecare and Hospice	Little Falls	4	X		
January 09	Drop In	St. Otto's Care Center	Little Falls	4	X		
January 09	Drop In	Lutheran Care Center	Little Falls	2	X		
January 09	Drop In	Accurate Hearing Services	Little Falls	2	X		
January 09	Presentation	St. Cloud Rehabilitation Services	St. Cloud	7			X
January 10	Drop In	Avada Hearing	Little Falls	1	X		
January 10	Drop In	Little Falls Public Library	Little Falls	4	X		
January 10	Drop In	Little Falls Senior Center	Little Falls	7	X		
January 10	Drop In	Pine Edge	Little Falls	3	X		
January 10	Drop In	St. Camillus Place	Little Falls	4	X		
January 12	In Home Demonstration		Andover	3	X		
January 16	In Home Demonstration		Maplewood	1	X		
January 16	Drop In	Salvation Army Church	Maplewood	3	X		
January 17	Drop In	Rice County Social Services	Northfield	2	X		
January 17	Drop In	Northfield Senior Citizen	Northfield	2	X		
January 17	Drop In	Northfield Hospital	Northfield	2	X		
January 17	Drop In	Three Links Care Center	Northfield	1	X		
January 18	Drop In	Golden Living Center-Lynwood	Fridley	1	X		
January 18	Drop In	Crestview Lutheran Home	Columbia Heights	1	X		
January 20	Meeting	Police Working Together	St. Paul	28	X		
January 20	Presentation	Thompson Hall Mass Meeting	St. Paul	220			X
January 23	In Home Demonstration		Maplewood	4	X		
January 25	Presentation	Salvation Army Forever 50's Senior Group	Maplewood	35	X		
January 25	Presentation	VECTOR Transition Services	Brooklyn Park	18			X
January 25	Meeting	MEC Advisory Committee	St. Paul	14			X
January 26	Presentation	Faribault Deaf Club	Faribault	38			X
January 30	In Home Demonstration		Maplewood	1	X		
Total Presentations:		31					
Total Participants:		453					

Consumer Relations Office Monthly Outreach Summary
February 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	CapTel	STS	General TRS
February 01	Meeting	Professionals Working Deaf & Hard of Hearing	Duluth	18			X
February 03	Meeting	Minnesota Association of Deaf Citizen	Rochester	23			X
February 06	In Home Demonstration		Maplewood	1	X		
February 08	In Home Demonstration		St. Paul	4	X		
February 09	Drop In	Family Service Rochester	Rochester	2			X Spanish
February 09	Presentation	St. Cloud Technical College	St. Cloud	24			X
February 09	Meeting	DHHS Advisory Committee Meeting (St. Cloud)	St. Cloud	2	X		
February 10	Social Event	Hard of Hearing-ALOHA	Rosemount	33	X		
February 12	Presentation	University of Minnesota	St. Paul	28			X
February 12	Presentation	University of Minnesota	St. Paul	25			X
February 13	Drop In	Comunidades Latinas Unidas en Servicio (CLUES)	Minneapolis	5			X Spanish
February 13	Drop In	Hispanic Advocacy and Community Empowerment (HACER)	Minneapolis	2			X Spanish
February 13	Drop In	Minnesota International Center	Minneapolis	3			X Spanish
February 13	Drop In	Resource Center for the Americas	Minneapolis	3			X Spanish
February 13	Drop In	Minnesota Workforce Center	Minneapolis	6			X Spanish
February 13	Presentation	University of Minnesota	St. Paul	28			X
February 14	Presentation	University of Minnesota	St. Paul	23			X
February 15	Drop In	Center for Cross Cultural Health	St. Paul	6			X Spanish
February 15	Drop In	Comunidades Latinas Unidas en Servicio (CLUES)	St. Paul	3			X Spanish
February 15	Drop In	West Side Community Health Services	St. Paul	6			X Spanish
February 15	Drop In	West 7th Street Senior Center	St. Paul	3	X		
February 15	Presentation	University of Minnesota	St. Paul	27			X
February 16	Presentation	University of Minnesota	St. Paul	28			X
February 19	Presentation	University of Minnesota	St. Paul	27			X
February 20	Presentation	Anoka County Senior Outreach Meeting	Blaine	26	X		
February 22	Meeting	Senior Housing Committee	St. Paul	35			X
February 22	Drop In	Minnesota Workforce Center	Blaine	4			X
February 22	Drop In	Anoka County Senior Information Line	Blaine	2	X		
February 22	Drop In	Lutheran Social Services of Minnesota	Blaine	1	X		
February 22	Drop In	Anoka County Public Health Nursing	Blaine	5	X		
Total Presentations:		30					
Total Participants:		403					

Consumer Relations Office Monthly Outreach Summary
March 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	CapTel	STS	General TRS
March 01	Drop In	Rivervillage East	Minneapolis	6	X		
March 06	Meeting	Minnesota Relay Center	Moorhead	2	X		
March 06	In Home Demonstration		Bloomington	2	X		
March 06	Drop In	Custom Care LLC	Bloomington	3	X		
March 07	Meeting	DHHS Advisory Committee Meeting (Moorhead)	Moorhead	8			X
March 08	Meeting	DHHS Advisory Committee Meeting (Bemidji)	Bemidji	7			X
March 09	Presentation	Vector Transition Services	Brooklyn Park	4			X
March 12	Meeting	DHHS Advisory Committee Meeting (Metro)	Roseville	9			X
March 13	Meeting	Qwest Advisory Comm.	Minneapolis	12			X
March 13	Drop In	Bethany Covenant Home and Village	Minneapolis	4	X		
March 13	Drop In	All Homecaring	Minneapolis	3	X		
March 13	Drop In	Complete Home Health Services	Minneapolis	2			X
March 13	Drop In	Parker Skyview	Minneapolis	5	X		
March 16	In Home Demonstration		St. Paul	2	X		
March 16	Drop In	Franciscan Home Care	St. Paul	5	X		
March 16	Drop In	The Wellington	St. Paul	2	X		
March 16	Drop In	Rockwood Place	St. Paul	4	X		
March 16	Drop In	Riverview Highlands	St. Paul	3	X		
March 16	Drop In	The Highlands on Graham	St. Paul	4	X		
March 19	Drop In	4 Seasons Assisted Living	Moorhead	2	X		
March 19	Drop In	Eventide Catered Living	Moorhead	1	X		
March 19	Drop In	Golden Living Community Moorhead	Moorhead	1	X		
March 19	Drop In	Linden Tree Circle	Moorhead	2	X		
March 19	Drop In	Moorhead Manor	Moorhead	1	X		
March 19	Drop In	Parkview Terrace	Moorhead	2	X		
March 19	Drop In	Evergreens of Moorhead	Moorhead	3	X		
March 20	Drop In	Alcott Manor	Fergus Falls	1	X		
March 20	Drop In	Pioneer Pointe	Fergus Falls	2	X		
March 20	Drop In	Pioneer Retirement Community	Fergus Falls	2	X		
March 20	Drop In	River Bend Apartments	Fergus Falls	2	X		
March 20	Drop In	Riverview Heights High-rise	Fergus Falls	1	X		
March 20	Drop In	Sheridan House	Fergus Falls	1	X		
March 20	Drop In	The Mill Street Residence	Fergus Falls	2	X		
March 22	Presentation	Osseo Elementary	Osseo	8			X
March 27	Meeting	DHHS Advisory Committee Meeting (Duluth)	Duluth	13			X
March 27	Presentation	University of Minnesota Disability Services	Minneapolis	15	X		
Total Presentations:		36					
Total Participants:		146					

Consumer Relations Office Monthly Outreach Summary
April 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	CapTel	STS	General TRS
April 05	Exhibit	Minneapolis Veterans Medical Center	Minneapolis	150			X
April 06	In Home Demonstration		Fridley	2	X		
April 06	Drop In	Village Green Apartments	Fridley	3	X		
April 09	Presentation	Century College	White Bear Lake	18			X
April 11	Exhibit	VFW/Hearing Loss Association of America	Crystal	185			X
April 12	Exhibit	Metro Deaf School	St. Paul	85			X
April 13	Presentation	Gideon Ponds Elementary	Burnsville	44			X
April 13	Presentation	Whitney Senior Center	St. Cloud	22	X		
April 14	Social Event	Lynn Voss's home	Minneapolis	28	X		
April 14	Exhibit	Mystic Lake Senior Spring Show	Prior Lake	600	X		
April 15	Exhibit	Mystic Lake Senior Spring Show	Prior Lake	600	X		
April 17	In Home Demonstration		Minnetonka	3	X		
April 17	Drop In	Boulevard Gardens	Minnetonka	1	X		
April 17	Drop In	Freedom Pointe Minnetonka	Minnetonka	2	X		
April 17	Presentation	Century College	White Bear Lake	22			X
April 19	In Home Demonstration		Fridley	3	X		
April 19	Presentation	Senior Citizen Deaf	St. Paul	33			X
April 20	In Home Demonstration		Columbia Heights	3	X		
April 20	Presentation	Vector	Brooklyn Park	18			X
April 21	Exhibit	YMCA/Special Education	Fergus Falls	33			X
April 23/24	Exhibit	Special Education Conference	St. Cloud	350			X
April 24	In Home Demonstration		Fridley	2	X		
April 24	Drop In	Norwood Square	Fridley	3	X		
April 26	In Home Demonstration		Stillwater	1	X		
April 26	Drop In	Stillwater Public Library	Stillwater	2	X		
April 26	Drop In	Stillwater Medical Group	Stillwater	2	X		
April 26	Drop In	Home Instead Senior Care	Stillwater	1	X		
April 26	Drop In	Golden Living Center Greeley	Stillwater	2	X		
April 26	Drop In	Lakeview Homecare	Stillwater	1	X		
April 26	Drop In	Home Free Senior Residence	Stillwater	1	X		
April 26	Exhibit	Statewide Deaf & Hard of Hearing Conference	Deerwood	75			X
Total Presentations:		31					
Total Participants:		2,295					

Consumer Relations Office Monthly Outreach Summary
May 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	CapTel	STS	General TRS
May 01	In Home Demonstration		Minneapolis	2	X		
May 01	Presentation	Galiter Magnet Elementary	St. Paul	35			X
May 02	Exhibition	South Central College	Faribault	38			X
May 03	In Home Demonstration		Bloomington	2	X		
May 04	Exhibition	Our Savior Lutheran Church	East Grand Forks	175			X
May 05	Exhibition	Elmer L. Anderson Building	St. Paul	225	X		
May 08	In Home Demonstration		Minneapolis	2	X		
May 09	In Office Demonstration	Midway Workforce Center	St. Paul	3	X		
May 09	Presentation	Expo Discovery	St. Paul	45			X
May 10	In Home Demonstration		Minnetonka	2	X		
May 11	Presentation	Rockwood Senior Residence	St. Paul	12	X		
May 11	In Home Demonstration		St. Paul	2	X		
May 11	Exhibition	Continue Education Center	St. Paul	210			X
May 11	Deaf/Hard of Hearing Social Event	Gymnastic Building	Faribault	35			X
May 12	Meeting	DeafBlind Services of Minnesota	Minneapolis	26			X
May 15	In Home Demonstration		Eagan	1	X		
May 15	Meeting	DHHSD Advisory Committee Meeting (St. Cloud)	St. Cloud	14			X
May 17	Two Presentations	Andover High School	Andover	48			X
May 17	Exhibition	Range Senior Expo	Virginia	220	X		
May 17	Meeting	Minnesota Employment Center	St. Paul	22			X
May 18	Presentation	City of Carlton	Carlton	8			X
May 18	Drop In	Chestnut Grove Senior Housing	Virginia	2	X		
May 18	Drop In	Edgewood Vista	Virginia	2	X		
May 18	Drop In	Spectrum Community Health	Virginia	3	X		
May 18	Drop In	The Columbia Residence	Virginia	1	X		
May 18	Drop In	Washington Manor	Virginia	1	X		
May 18	Presentation	Cloquet High School	Cloquet	4			X
May 22	Meeting	Deaf and Hard of Hearing Services Division	Duluth	14			X
May 23	In Home Demonstration		Columbia Heights	1	X		
May 30	Drop In	Caremaxx Health Care Home	Brooklyn Park	2			X
May 31	Drop In	Asian American Health Care Alliance	Brooklyn Center	2	X		
May 31	Presentation	Mobile Crisis Unit-Hennepin County	Minneapolis	20			X
Total Presentations:		33					
Total Participants:		1,179					

Consumer Relations Office Monthly Outreach Summary
June 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	CapTel	STS	General TRS
June 05	Drop In	SantaCare Home Inc.	Brooklyn Center	2	X		
June 05	Drop In	Total Freedom Homecare Services	Brooklyn Center	1	X		
June 05	Drop In	Enterprise	Vadnais Heights	2			X
June 07	Drop In	Metwest Homecare Services	Brooklyn Center	2	X		
June 07	Drop In	Best Care Group	Brooklyn Center	2	X		
June 12	Presentation	St. Michael Senior Center	St. Michael	20	X		
June 12	Drop In	Med Stat Alliance, Inc.	St. Michael	2	X		
June 12	Drop In	Roy Simms Community Library	St. Michael	5	X		
June 12	Drop In	Countryside Cottages of St. Michael	St. Michael	1	X		
June 12	Drop In	Ridgedrive Residence	St. Michael	1	X		
June 13	Meeting	Qwest Advisory Board	Minneapolis	14			X
June 14	Equipment Troubleshooting		Blaine	2	X		
June 15	Meeting	DHHS Advisory Committee Meeting (Mankato)	Mankato	12			X
June 15	Drop In	Northfield Chamber of Commerce	Northfield	2			X
June 19	In Home Demonstration		Minnetonka	3	X		
June 19	Drop In	Boulevard Gardens	Minnetonka	3	X		
June 19	Drop In	Westridge Retirement Community	Minnetonka	3	X		
June 20	Drop In	Acupuncture Healing Arts	St. Paul	1			X
June 20	Drop In	Handy Hitch & Welding Co.	St. Paul	2			X
June 21	Equipment Set-up		Blaine	2	X		
June 22	Meeting	DHHS Advisory Committee Meeting (Rochester)	Rochester	7			X
June 26	Drop In	Minnetonka Assisted Living	Minnetonka	2	X		
June 26	Drop In	Minnetonka Senior Center	Minnetonka	3	X		
June 26	Drop In	Beacon Hill	Minnetonka	4	X		
June 26	Drop In	Glen Lake Landings	Minnetonka	1	X		
June 28	Presentation	Ramsey County Community College	Coon Rapids	16			X
June 28	Drop In	Ridgepointe Residence	Minnetonka	5	X		
June 28	Drop In	Minnetonka Heights	Minnetonka	1	X		
June 28	Drop In	Minnetonka Library	Minnetonka	3	X		
June 29	Exhibition	Minnesota Association for Deaf Citizens	Minneapolis	95			X
June 30	Exhibition	Minnesota Association for Deaf Citizens	Minneapolis	105			X
Total Presentations:		31					
Total Participants:		324					

Consumer Relations Office Monthly Outreach Summary
July 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	CapTel	STS	General TRS
July 02	Drop In	Rakhma Grace Home	Minnetonka	2	X		
July 02	Drop In	Allied Hearing Services	Minnetonka	3	X		
July 03	Presentation	Ramsey Nursing Home	Maplewood	30	X		
July 06	Drop In	West Metro Audiological Specialists, Inc.	Minnetonka	2	X		
July 06	Drop In	Audiology Concepts	Minnetonka	1	X		
July 06	Drop In	Sunrise of Minnetonka	Minnetonka	1	X		
July 10	Presentation	Minneapolis Community Technical College	Minneapolis	23			X
July 12	Drop In	Riverside Senior Villa Apartments	Pine River	1	X		
July 12	Drop In	Pine River Public Library	Pine River	3	X		
July 12	Drop In	Whispering Pines Good Samaritan Center	Pine River	2	X		
July 12	Drop In	Hackensack Senior Class Apartments	Hackensack	3	X		
July 13	Drop In	Ah Gwah Ching Nursing Home	Walker	1	X		
July 13	Drop In	Cass County Public Health Services	Walker	1	X		
July 13	Drop In	Golden Living Center	Walker	2	X		
July 13	Drop In	Meritcare Clinic Walker	Walker	2	X		
July 17	Drop In	Eden Prairie Senior Center	Eden Prairie	5	X		
July 17	Drop In	Elim Shores	Eden Prairie	3	X		
July 17	Drop In	Edendale Residence	Eden Prairie	4	X		
July 19	Drop In	Real Life Valleyview of Eden Prairie	Eden Prairie	1	X		
July 19	Drop In	Sterling Ponds Apartments	Eden Prairie	4	X		
July 19	Drop In	Summit Place Senior Campus	Eden Prairie	4	X		
July 19	Drop In	Castle Ridge Manor House	Eden Prairie	3	X		
July 19	Drop In	Eden Prairie Community Library	Eden Prairie	3	X		
July 24	Workplace Demonstration	Emerson Process Management	Eden Prairie	7	X		
July 25	Drop In	Social Security Administration	Mankato	2			X
July 25	Drop In	Mankato WorkForce Center	Mankato	2			X
July 25	Drop In	Mankato Public Safety	Mankato	1			X
July 25	Drop In	Minnesota State Academy for the Deaf	Faribault	1			X
July 26	Drop In	Comforts of Home Assisted Living	Champlin	2	X		
July 26	Meeting	Airport Access Forum	St. Paul	85			X
Total Presentations:		30					
Total Participants:		204					

Consumer Relations Office Monthly Outreach Summary
August 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	CapTel	STS	General TRS
August 07	Drop In	Care on Wheels Home Care, Inc.	Brooklyn Park	1	X		
August 07	Drop In	Hennepin Home Health Care	Brooklyn Park	2	X		
August 09	In Home Demonstration		Minneapolis	2	X		
August 15	Drop In	Alliance Health Services	Mankato	4	X		
August 15	Drop In	Alterra Sterling House Mankato	Mankato	5	X		
August 15	Drop In	Healthworks Home Medical	Mankato	5	X		
August 15	Drop In	Reallife Cooperative Senior Residence	Mankato	3	X		
August 15	Drop In	Area Agency on Aging	Mankato	8	X		
August 15	Drop In	Mankato Senior Citizen's Center	Mankato	5	X		
August 15	Drop In	Immanuel St. Joseph's Home Care	Mankato	5	X		
August 15	Drop In	Oak Terrace Assisted Living	Mankato	1	X		
August 15	Drop In	Prairie River Home Care, Inc.	Mankato	4	X		
August 15	Drop In	Primrose Retirement Community	Mankato	3	X		
August 15	Drop In	The Lutheran Home Cedar Haven	Mankato	6	X		
August 15	Drop In	Blue Earth County Library	Mankato	4	X		
August 15	Drop In	Key Hearing Aide Service	Mankato	3	X		
August 15	Drop In	Sonus USA	Mankato	2	X		
August 16	Drop In	Good Samaritan Home Health Care of South Central MN	St. Peter	3	X		
August 16	Drop In	Pheasants Ridge Assisted Living	St. Peter	2	X		
August 16	Drop In	The Wilds of Sand Prairie	St. Peter	3	X		
August 16	Drop In	St. Peter Public Library	St. Peter	2	X		
August 16	Drop In	St. Peter Senior Center	St. Peter	1	X		
August 23	Exhibition	Zumbrota Mazeppa High School	Zumbrota	130			X
August 23	Booth	Minnesota State Fair	Falcon Heights	1250			X
August 24	Booth	Minnesota State Fair	Falcon Heights	1250			X
August 25	Booth	Minnesota State Fair	Falcon Heights	1250			X
August 26	Booth	Minnesota State Fair	Falcon Heights	1250			X
August 27	Booth	Minnesota State Fair	Falcon Heights	1250			X
August 28	Booth	Minnesota State Fair	Falcon Heights	1250			X
August 29	Booth	Minnesota State Fair	Falcon Heights	1250			X
August 30	Booth	Minnesota State Fair	Falcon Heights	1250			X
August 31	Booth	Minnesota State Fair	Falcon Heights	1250			X
Total Presentations:		32					
Total Participants:		11,454					

Appendix V

CapTel Ad



I see what you're saying...

If you have difficulty hearing over the phone, a captioned telephone may be the answer. Similar to captioned television, the new CapTel™ phone service allows people to receive word-for-word captions of their telephone conversations.

CapTel is as easy to use as a standard telephone. You can talk and listen to the person you called while, at the same time, captions appear on the CapTel display window, allowing you to understand everything being said by hearing, reading, or both!

Captioned telephone service is provided free through Minnesota Relay. However, you must have a CapTel phone to access the service.

Minnesota Relay is a public service provided by our government to ensure that people who are deaf, hard of hearing, speech or mobility impaired have equal access to the telecommunications network.

Know the comfort and freedom of using the phone with confidence again. Stay connected to family, friends and businesses. **Call us today at 1-800-657-3775 (voice/TTY) to learn more about CapTel and purchasing a phone.**



1-800-657-3775 • e-mail: Cap.Tel@state.mn.us • www.commerce.state.mn.us

Appendix W

Copies of Outreach Materials

Minnesota Relay outreach materials are being submitted separately from the electronic filing (ECFS) of Minnesota's TRS Application for Renewal of State Certification. Hard copies of Minnesota Relay outreach material have been submitted via mail to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Attn: Diane Mason
445 12th Street SW, Room 3-A503
Washington, D.C. 20554

Appendix X

*Minnesota Statute § 237.10 &
Minnesota Rule 7810.6400*

Minnesota Statute § 237.10

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237.10 UNIFORM RULES, CLASSIFICATIONS, PRACTICES; FORMS.

It shall be the duty of the commission to prescribe uniform rules and classifications pertaining to the conduct of intrastate telephone business and a system of accounting to be used by telephone companies in transacting this business, and it shall prescribe and furnish blanks and forms for reports, all of which shall conform as nearly as practicable to the rules, classifications, accounting systems, and reports prescribed by the Federal Communications Commission for the interstate business of like size companies. The commission shall by correspondence or conference where necessary use its best endeavors toward establishing uniformity in practice in all matters pertaining to regulation of the business of telephone companies between the federal government and state government of this and adjacent states.

History: (5293) 1915 c 152 s 8; 1969 c 1031 s 10; 1971 c 25 s 67; 1980 c 614 s 123

Minnesota Rule 7810.6400

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7810.6400 UNIFORM SYSTEM OF ACCOUNTING.

A telephone company shall maintain its records and accounts in accordance with the applicable uniform system of accounts, and shall file its annual report for the previous calendar year on or before May 1 of each year on the report forms furnished by the commission. Applicable schedules of such report forms shall be completed in full.

Class A and class B telephone companies shall maintain their accounts in accordance with the uniform systems of accounts for class A and class B telephone companies prescribed by the Federal Communications Commission. Class C telephone companies shall maintain their accounts in accordance with the uniform system of accounts for telephone companies prescribed by this commission. Class D telephone companies shall maintain such records as will enable them to complete the annual report form prescribed and furnished by the commission.

STAT AUTH: MS s [237.10](#)

Current as of 01/19/05

Appendix Y

*Minnesota PUC Order, Minnesota Statute
§237.49 & Copy of Telephone Bill*

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Don Storm
Tom Burton
Cynthia A. Kitlinski
Dee Knaak
Norma McKanna

Chair
Commissioner
Commissioner
Commissioner
Commissioner

In the Matter of the Budget
Proposed by the Board for the
Telecommunications Access for
Communication-Impaired Persons
Program (TACIP) and the Board's
Request for an Increase in the
Surcharge

ISSUE DATE: July 14, 1993

DOCKET NO. P-3008/CI-93-549,
P-999/CI-93-589

ORDER APPROVING BUDGET AND
AUTHORIZING INCREASE IN
SURCHARGE

PROCEDURAL HISTORY

On May 24, 1993, the Telecommunications Access for Communication-Impaired Persons Board (TACIP or the Board) filed its proposed budget for fiscal years 1994 and beyond. The Board's budget proposal included a request for an increase in the surcharge from its current level of 10 cents to 20 cents.

The matter came before the Commission on June 29, 1993.

FINDINGS AND CONCLUSIONS

Introduction

TACIP was created by the Legislature in 1987 to establish and maintain special programs that allow the telephone network to become fully accessible to people with speech and hearing impairments. In 1993 the Legislature extended eligibility for specialized equipment under this program to persons with mobility impairments. TACIP, under the direction of a twelve-person board, provides two services: (1) the distribution of specialized telecommunications equipment, and (2) telecommunications relay service (TRS), which transmits telephone messages between hearing persons and persons using telecommunication devices for the deaf (TDDs).

TACIP is funded by a monthly surcharge on each telephone access line in Minnesota. This appears as a separate item on each subscriber's monthly telephone bill. The current surcharge was set at 10 cents by the Commission in 1988 at the program's inception. This was the maximum surcharge allowed under the state's TACIP statute. The legislature amended the TACIP statute

in the 1993 legislative session to, among other things, (1) raise the maximum allowable surcharge to 20 cents per line, and (2) require the Commission to review the TACIP Board's budget for reasonableness. Laws of Minnesota 1993, chapter 272, section 11. The Commission may also modify a budget presented by the Board to the extent the budget is unreasonable. Id.

Reasonableness of TACIP Budget

In its first three years, TACIP accrued a surplus. Each year since then TACIP's expenses have increased substantially, exceeding the Board's annual revenues. The accrued surplus has been used each year to offset the annual revenue shortfall. TACIP's balance at the end of fiscal year 1992 was approximately 1.3 million dollars. The balance at the end of fiscal year 1993 will be approximately 256,000 dollars assuming no increase in the surcharge.

The increase in TACIP expenditures has resulted primarily from the expanded use of TACIP's message relay service. Indeed the demand for this service has exceeded the originally projected demand by a factor of three. More recent developments will place additional upward pressure on TACIP expenditures. The two principal developments are (1) technological upgrades required by the Federal Communications Commission (FCC) to implement the Americans with Disabilities Act of 1990 (ADA), and (2) the 1993 extension of eligibility for specialized equipment under TACIP to mobility impaired persons. These legal requirements in combination with the continued growth in the use of TACIP's message relay service will likely increase the program's budgetary requirements.

The budget proposed by the TACIP Board for fiscal year 1994 includes a 55.6% increase in expenses over the expense level for 1992. This represents a 22.6% increase over the estimated expenses for fiscal year 1993. Most of this increase is a function of the planned increase in costs under its message relay service contract with Deafness, Education & Advocacy Foundation, Inc. (DEAF or TRS Provider). The largest single component of the increase is DEAF's plan to hire additional communications assistants (CAs). These are the operators who relay calls between hearing persons and persons using TDDs.

Other significant components of the increase in expenses are (1) the additional maintenance and equipment costs associated with the TACIP WATS line which allows non-metro residents to gain access to the message relay service; (2) additional capital equipment to operate the message relay service in a manner that meets the increased demand for the service and applicable FCC standards; and (3) the cost of implementing a billing system to collect intrastate long distance charges.

The Commission finds that TACIP's budget for fiscal year 1994 is reasonable. Increased demand for the message relay service will certainly require additional CA personnel and equipment. Moreover, the budgeted increase in expenses under the message

relay contract is consistent with the projected increase in call volume for fiscal year 1994. The new FCC mandates are unavoidable and the cost of leasing the special modems for voice and hearing carryover capability identified in TACIP's budget are appropriate expenses of ensuring compliance with these requirements.

Implementation of a billing system to collect charges for intrastate long distance calls made through the message relay system is long overdue. The Commission approved tariffed rates for these calls in 1989 when it granted TACIP's request for a certificate of authority to resell intrastate long distance service. In the Matter of a Request for a Certificate of Authority to Resell Long Distance Service, Docket No. P-3008/NA-89-140, ORDER GRANTING CERTIFICATE OF AUTHORITY (September 26, 1989). TACIP's proposed billing system will begin recouping the costs associated with the provision of this long distance service from those actually benefitting from the service. The Commission is pleased to see TACIP implement this element of basic fairness.

The Commission's finding on TACIP's budget does not amount to approval of each specific element of that budget. The need for additional communications assistants, for example, is clear; yet the Commission questions the need to add the full complement of CAs contemplated in the proposed budget. The record suggests that the TRS Provider is over-staffed in the evening hours and that CA staff may not be used in the most efficient manner possible. Improvements in the management and scheduling of CA personnel and call processing may reduce the need for additional staff. Improvements that create further efficiencies in other areas may also reduce the upward pressure on costs. Although TACIP has submitted a reasonable budget for 1994, improvements may still be warranted and the Board should exercise considerable restraint in granting its contractors additional funds.

The Commission expects TACIP to investigate and study CA scheduling, work load and productivity during fiscal year 1994. In addition, the Board should work with its TRS Provider to improve specific areas of operation, including (1) the allocation of CA time devoted directly to the provision of message relay service; (2) call response time; and (3) the allocation of staff between peak and off-peak calling periods. TACIP should also require its TRS Provider to provide more specific data in these areas. The Board shall document and discuss the results of its investigation and its joint efforts with the TRS Provider to improve operating efficiency in TACIP's 1993 annual report to the Commission.

Surcharge

TACIP proposes increasing the surcharge to the 20 cent maximum authorized by statute. This amount would fund TACIP's projected expenses through 1997 without a deficit. The charge would create a surplus for fiscal years 1994 and 1995, which would be carried forward to offset the annual deficits predicted for 1996 and

1997. The surplus, however, would offset only a portion of the deficit expected for fiscal year 1998, leaving a projected revenue shortfall of \$376,000.

The Board's request rests on two principal assumptions: (1) an increase in equipment distribution expenses for fiscal years 1993 and 1994; and (2) an increase in demand for the telecommunications relay service, beginning with a 15% increase in 1994 and gradually declining to a 5% increase in 1998. The Board also cites the four cent reduction in the 911 charge effective July 1, 1993 as support for its proposed increase in the TACIP charge. The Board argues that the 911 reduction will sufficiently reduce the customer impact of the increase in the TACIP charge.

The Commission finds that a 17 cent surcharge will be sufficient to fund the budget submitted by TACIP for fiscal year 1994. The 17 cent surcharge will, in fact, generate a surplus of \$128,717 which could be used to meet unexpected expenses not included in TACIP's 1994 budget. A higher surcharge would generate a significantly larger surplus to offset projected deficits in future years. The Commission considers it imprudent and unfair to ratepayers to create a surplus specifically for the purpose of paying expenses anticipated several years hereafter. Creating a surplus of this kind would remove much of the Board's incentive to find efficiencies and reduce costs. It would also run counter to the principle of inter-generational equity, which holds that the ratepayers who pay for particular services should also benefit from those services. The ratepayers who create the surplus contemplated by TACIP may not be in a position to benefit from the surplus expenditures two, three or four years hence.

The Commission concludes that the Board has submitted a reasonable budget for 1994. Therefore, it is appropriate to provide the revenue needed to implement that budget. The Board's projections for years beyond 1994 become increasingly speculative as they move further into the future. The Commission finds it inappropriate to raise the surcharge to a level that would fund these projected expenses. Expenditures anticipated in future years should be reviewed and funded in the context of proposed annual budgets. The Commission expects the Board to file annual budgets which the Commission will review under Minn. Stat. § 237.52, subd. 2 (1993). The Commission will approve surcharge levels necessary to fund those budgets to the extent they are reasonable.¹

Telephone companies should implement the new 17 cent surcharge in the first practicable billing cycle following the date of this Order, but in no case later than August 1, 1993. The increase should be accompanied by a billing insert or a printed statement informing customers of the increase and the legal basis for the change. The statement should be worded as follows: "As

¹ The Commission, of course, cannot approve any surcharge in excess of the 20 cent ceiling set by statute.

authorized by Law, the surcharge for Telecommunications Relay Services has been increased from 10 cents to 17 cents per telephone line." A telephone company shall submit alternative language to the Commission within 10 days of this Order if it cannot use the language suggested herein. Telephone companies should file revised tariffs to reflect the change in the surcharge.

Budget Review Process

The Commission has serious concerns with TACIP's filing in this matter. The absence of adequate information and explanation in TACIP's written filing required substantial follow-up by Commission staff. This follow-up was generally conducted by telephone. Full and fair budgetary review is difficult under these circumstances. The process demands a much more complete written record. To that end, the Commission expects all future budget filings with the Commission to include, at a minimum, the following information and explanations:

1. a general narrative explaining the need for a change in the surcharge and identifying the inadequacies in the current surcharge.
2. For each line item in the budget, a separate column for each of the following:
 - a. the current dollar expense for each element of the line item;
 - b. the current total expense for the line item;
 - c. the proposed dollar expense for each element of the line item;
 - d. the proposed total expense for the line item;
 - e. the portion of the total increase attributed to the change in the number of items;
 - f. the portion of the total increase attributed to the change in the price per item; and
 - g. the percentage change in number, price, and total for each line item.
3. A calculation of the level of the surcharge needed to meet the proposed change in expenditures under the budget.
4. A narrative description of the items included in each line item.
5. Telecommunications relay data regarding the number of calls, including:

- a. the total number of incoming calls;
 - b. the total number of incoming calls actually answered by a communications assistant;
 - c. the average number of calls relayed per communications assistant on an hourly basis over a 24-hour period;
 - d. the average length of a relayed call;
 - e. the number of metro and outstate local calls and the percentage of total calls they represent;
 - f. the number and minutes of billable intrastate long distance calls and the percentage of total calls they represent;
 - g. the number and minutes of interstate long distance calls and the percentage of total calls they represent;
 - h. the number and percentage of total calls that are voice to TDD;
 - i. the number and percentage of total calls that are TDD to voice;
 - j. the number and percentage of calls answered within 10 seconds and within 30 seconds;
 - k. the percentage of time communications assistants are actually relaying calls;
 - l. the percentage of time communications assistants are not relaying calls and a description of the tasks assigned to communications assistants when they are not relaying calls; and
 - m. the percentage of time communications assistants are not relaying calls and not assigned tasks.
- 6. All work papers and calculations used to prepare the budget.
 - 7. Any other information the Board believes will help explain and justify its propose budget.

Identification of TACIP Surcharge

Minnesota law requires telephone companies to list the TACIP charge together with the 911 and telephone assistance plan charges as one amount on a customer bill. Minn. Stat. § 237.49. Typically, the TACIP component of that amount is referred to specifically in connection with communication impairment.

U S West Communications, Inc. (U S West), for example, identifies the three surcharges as "911/Tel Assist/Communication-impaired Surcharges."

Recently, however, the FCC issued a directive which prohibits telephone companies from identifying the TACIP surcharge in a manner that suggests the service is available only to one group of telephone subscribers. The Board, U S West and the Minnesota Telephone Association (MTA) agree that the references on current Minnesota phone bills must be changed to ensure compliance with the FCC directive. The Commission agrees since failure to comply may jeopardize FCC certification of Minnesota' telecommunications relay service.

U S West recommends using the word "tele-relay" to identify the TACIP surcharge on customer bills. U S West currently uses this term in other states, presumably without objection from the FCC. The Commission concludes that the term "tele-relay" would be appropriate in Minnesota and should be substituted for the TACIP references used to date. The term "tele-relay" refers generically to the primary service funded by the TACIP surcharge. It does not suggest in any way that this service is provided exclusively to the communication-impaired or any other discrete group. The term should, therefore, comply with the FCC directive.

If a telephone company cannot implement the TACIP reference required by this Order, it must inform the Commission of this fact by August 1, 1993.

ORDER

1. All Local Exchange Companies shall increase the TACIP surcharge from 10 cents to 17 cents per access line and shall revise their uniform TACIP tariffs accordingly. The new 17 cent surcharge shall be implemented in the earliest practicable billing period, but no later than August 1, 1993. The revised tariff shall be filed no later than August 1, 1993.
2. Any telephone company unable to begin billing the new surcharge by August 1, 1993 shall inform the Commission on or before that date of its inability to do so and shall provide the Commission with a proposed schedule for implementation.
3. The TACIP Board shall exercise substantial and careful fiscal restraint to minimize the need for future surcharge increases.
4. TACIP's budgets submitted to the Commission shall henceforth include the information identified above in the Commission's Findings and Conclusions.

5. The TACIP Board shall file future budgets on or before January 31 of each year.
6. Telephone companies shall identify the TACIP component of the surcharge line item on customer bills as "tele-relay" service.
7. Any telephone company unable to implement the new term identifying the TACIP component of the surcharge line item shall inform the Commission of its inability to do so by August 1, 1993.
8. Telephone companies shall provide customers with a billing insert or a printed statement informing them of the increase in the surcharge and the legal basis for the change. The statement should be worded as follows: "As authorized by Law, the surcharge for Telecommunications Relay Services has been increased from 10 cents to 17 cents per telephone line." A telephone company shall submit alternative language to the Commission within 10 days of this Order if it cannot use the language suggested herein.
9. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Richard R. Lancaster
Executive Secretary

(S E A L)

Minnesota Statute §237.49

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237.49 COMBINED LOCAL ACCESS SURCHARGE.

Each local telephone company shall collect from each subscriber an amount per telephone access line representing the total of the surcharges required under sections [237.52](#), [237.70](#), and [403.11](#). Amounts collected must be remitted to the commissioner of public safety in the manner prescribed in section [403.11](#). The commissioner of public safety shall divide the amounts received and deposit them in the appropriate accounts. The commissioner of public safety may recover from the agencies receiving the surcharges the personnel and administrative costs to collect and distribute the surcharge. A company or the billing agent for a company shall list the surcharges as one amount on a billing statement sent to a subscriber.

History: 1988 c 621 s 1; 1993 c 272 s 1; 1Sp2003 c 1 art 2 s 66; 2006 c 260 art 6 s 1



For questions, call 1-800-244-1111

Bill Date: **Sep 7, 2007**
Account Number: **049**
Page 2

QWEST LOCAL SERVICE DETAIL

MONTHLY SERVICE-SEP 7 THRU OCT 6 14.99
772-3015

BASIC SERVICES

These services are necessary for you to use your telephone.

RESIDENCE LINE 14.99

OPTIONAL SERVICES

These services are provided at your request and are not required as part of your basic telephone service.

3 WAY CALLING BLOCKING .00

TAXES, FEES & SURCHARGES

The following charges are billed at the request of local, state and Federal government and/or to support government programs. For additional information, visit our website at www.qwest.com.



FEDERAL UNIVERSAL SERV FUND .56
TELE-RELAY, 9-1-1, & TELEPHONE ASSISTANCE PLAN SURCHARGES .73
FEDERAL TAX .61
STATE TAX 1.33
LOCAL TAX .10
FEDERAL ACCESS CHARGE++ 4.94

++ Federal Access Charge is a per line fee authorized by the FCC to cover the cost of providing access to the telephone network.

TOTAL QWEST LOCAL SERVICES \$23.26
